

## What is the Vigil Memory Care System?

The Vigil Memory Care System is a state-of-the-art solution for the care of residents with Alzheimer’s, dementia or memory loss. It has been designed to protect each resident’s safety, while safeguarding as much dignity and independence as possible. It helps caregivers to ‘work smarter’.

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### How Does it Work?

- The Vigil Memory Care System uses motion sensors to alert you when a resident is on the move in his or her room.
- Every Memory Care room is set up according to that individual resident's needs.
- You can easily set up each room in the Vigil Remote software on your computer using Room Rules.
- The Vigil Memory Care System can be used alongside our conventional nurse call system.



### Memory Care Room Rules

You can set up 'rules' for each memory care room according to the resident's capabilities and needs. This means that you will be able to relax the rules for higher functioning residents but tighten them up for residents who require more vigilant observation.

### Room Rules and Care Planning

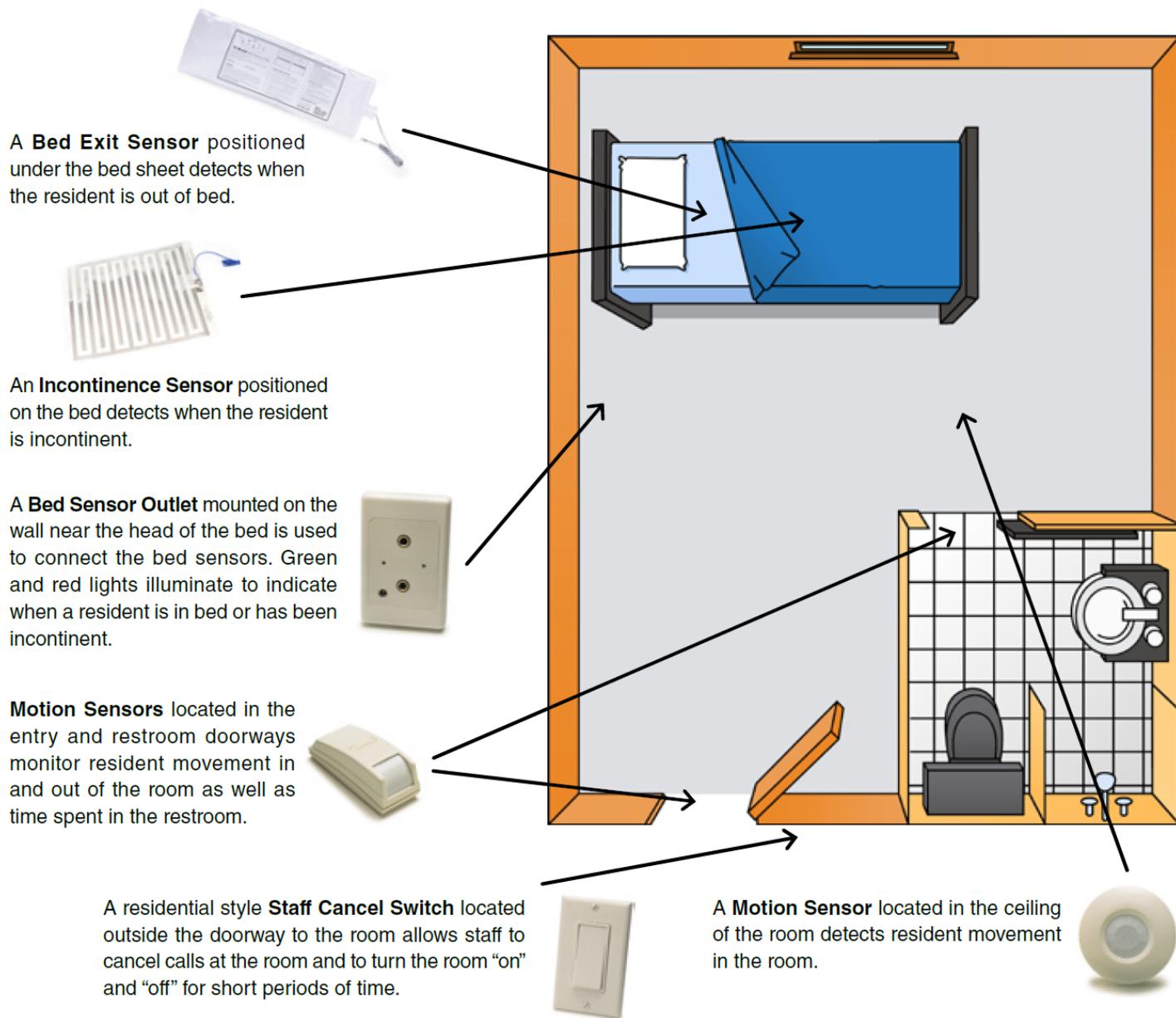
Room Rules can be set up as a part of the resident's normal care planning. They will be based on the resident's normal behavior such as participation in activities, changes to sleeping patterns, changes to medication, toileting patterns, wandering or restlessness, and other activities of daily living.

You create rules in each room to monitor the following events:

1. When a room is entered or departed
2. When someone has gone into the bathroom or has not come out
3. When the resident gets up out of the bed or a chair or when they don't go back to bed within a safe amount of time
4. When a resident is restless in their room
5. When the bed is wet

### Memory Care Room Layout

This diagram shows you the basic layout and contents of a typical memory care room.



## What Are the Room Rules?

Here is a list of the 6 room rules that can be set up in each memory care room.

### 1. Room Entered Rule

- The Room Entered Rule is used to detect when someone - enters a resident's room.
- The infrared motion sensor located in the doorway is activated and then the ceiling motion sensor inside the suite is activated when a person enters the room. The Vigil System interprets this sequence of sensor activation as "Room Entered"



### 2. Room Departed Rule

- The Room Departed rule is used to monitor when someone leaves a resident's room.
- The infrared motion sensor located on the ceiling inside the room is activated and then the doorway motion sensor is activated when a person exits the room. The Vigil System interprets this sequence of sensor activation as "Room Departed"



### 3. Out of Bed Rule

- The Out of Bed Rule is used to monitor when a resident either gets out of bed or does not return to bed within a specified time.
- This rule requires a Bed Exit Sensor placed on top of the resident's mattress under the fitted sheet and plugged into the socket on the wall.



### 4. Incontinent Bed Rule

- The Incontinent Bed Rule is used to monitor the resident's incontinence patterns and alert care staff when a resident has been incontinent.
- This rule requires an Incontinence Sensor positioned on the resident's bed underneath a draw sheet.



### 5. In Bathroom Rule

- The In Bathroom Rule is used to monitor how long a resident stays in the bathroom.
- It can also be used to alert immediately when a resident enters the bathroom
- When the resident goes into the bathroom, the sensors on the ceiling and then in the bathroom doorway, are activated.
- The bathroom is a common place for accidents, and even residents who are generally able to go to the bathroom unaided could still be at risk of falling if the floor was wet or slippery.



### 6. Restlessness in Room Rule

- The Restless in Room Rule measures movements in the room within a specified amount of time.
- The room motion sensor counts movements over the time that you specify and if the count is equal to or greater than the number specified, a call will be raised. If the count is lower than the number specified within the block of time, the count will be reset and start from zero again.
- The rule of thumb with the Restless in Room rule is to use a high movement count, over a low time period.



### 7. Staff Switch Off

- The switch must be turned OFF before staff go in the resident room and turned back ON when they leave.
- If you forget to turn the switch ON after leaving a resident's room, you will get a **'Staff Switch Off'** alert. (the amount of time before this alert is set by your supervisor)
- The staff switch does 2 things:
  1. When the switch is OFF the room is unmonitored which prevents staff member movements from triggering new calls.
  2. Turning the switch OFF also cancels any room rule calls coming from the residents' room
- The switch should always be left on unless a staff member is in the room.
- If quickly resetting a room, leave the switch off for at least 5 seconds before turning it back on.



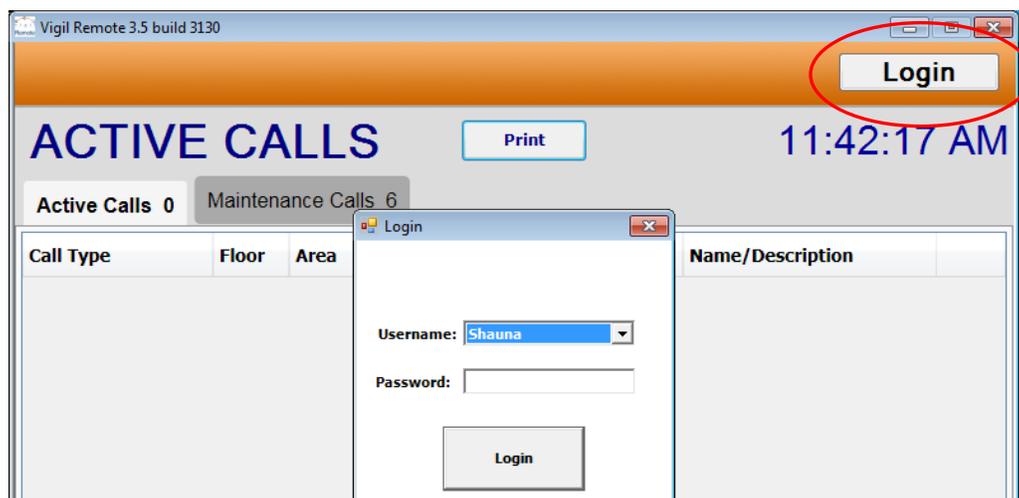
### Where to Set Up the Room Rules

The Vigil Memory Care System can be tailored to the behavior patterns of each individual resident. You can monitor a resident only at night, a specific time during the day or over a 24-hour period.

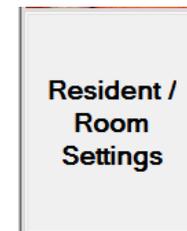
Nurse call stations and emergency pull stations in the bathrooms are **NOT** controlled by the time period settings or the staff switch and will continue to operate 24 hours a day regardless of how you set up the memory care room rules.

To set up or update the room rules for a specific resident, log into Vigil Remote with your username and password.

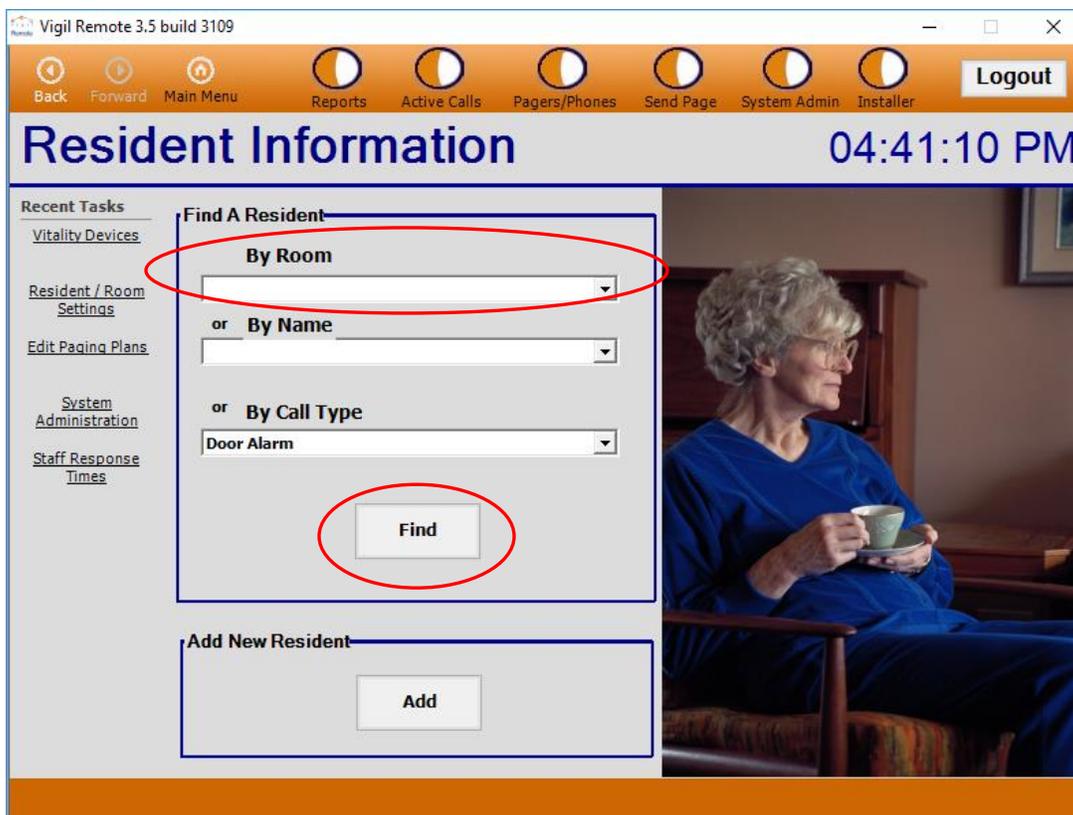
1. Log into Vigil Remote by clicking on **Login**



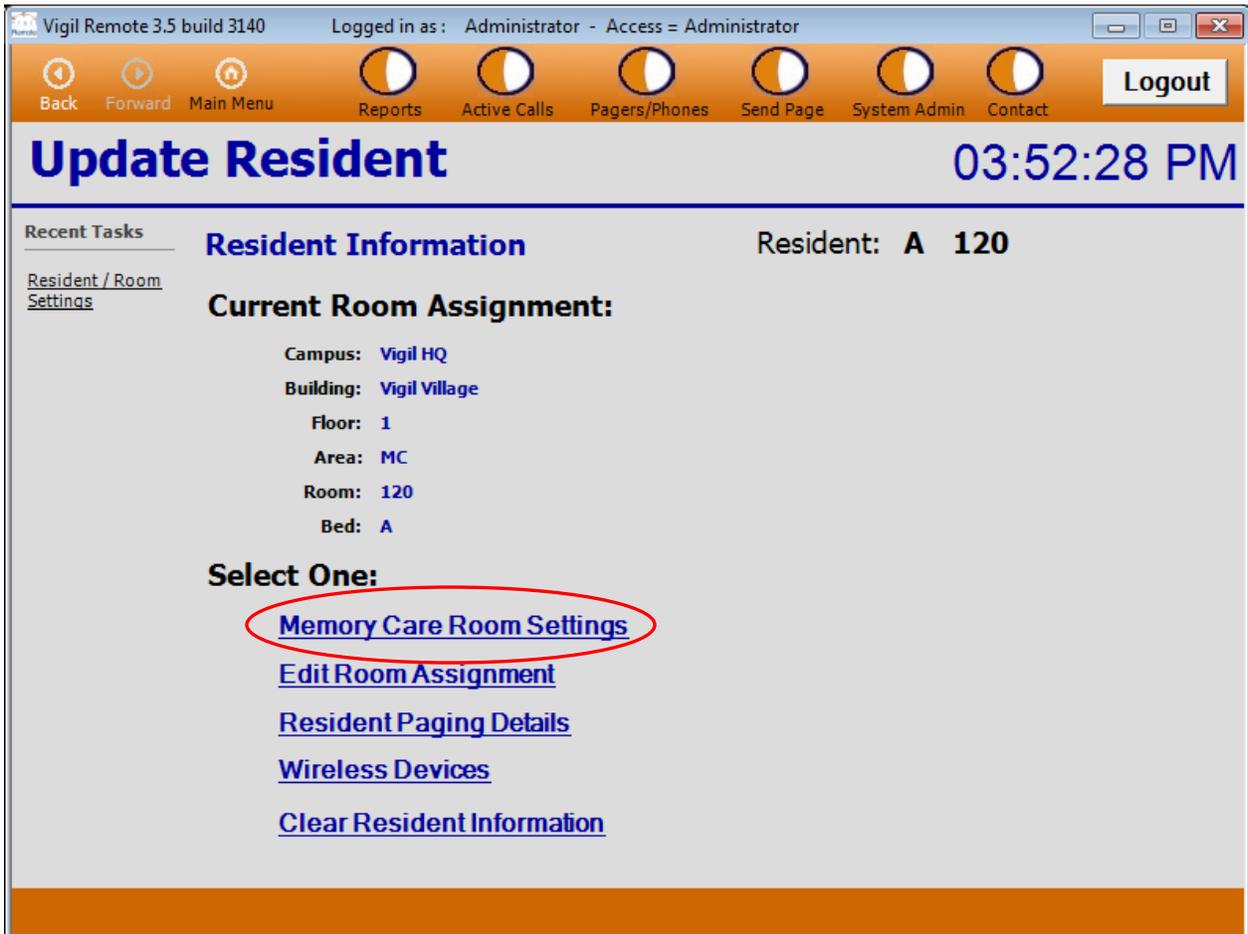
2. Enter your **username** and **password** and click **Login**
3. Select **Resident/ Room Settings**. \*If you get a message saying Insufficient Access, check with your administrator.



4. From the **Resident Information** screen, you can
  - a. Search by room
    - i. Recommend searching by room when looking to set up room rules.
  - b. Search by name
    - i. Initially the name field will be populated with the room number. We recommend NOT adding names to the memory care rooms.
  - c. Search by call type
    - i. This will filter by the type of device for all rooms
  - d. And add resident rooms
    - i. Used when a room has been deleted
5. Once you've selected the room you want, click **Find**



6. Click on **Memory Care Room Settings**.



Vigil Remote 3.5 build 3140    Logged in as: Administrator - Access = Administrator

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## Update Resident

03:52:28 PM

Recent Tasks    Resident Information    Resident: **A 120**

Resident / Room Settings

### Current Room Assignment:

Campus: **Vigil HQ**  
Building: **Vigil Village**  
Floor: **1**  
Area: **MC**  
Room: **120**  
Bed: **A**

**Select One:**

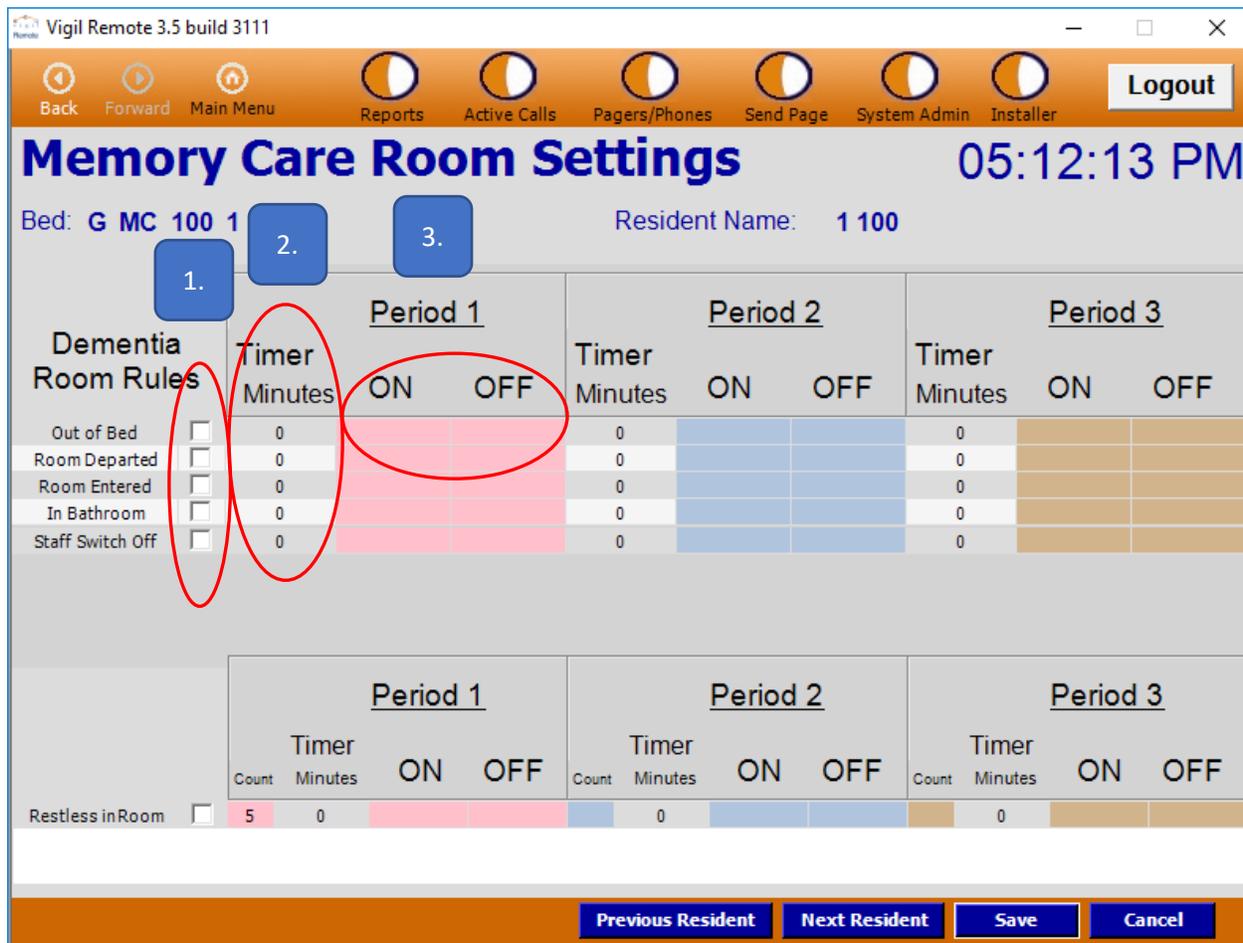
- [Memory Care Room Settings](#)
- [Edit Room Assignment](#)
- [Resident Paging Details](#)
- [Wireless Devices](#)
- [Clear Resident Information](#)

### Setting up the Room Rules

On the Memory Care Room Settings screen, you can enable or disable room rules for certain time periods of the day. You need three things for a room rule to be activated.

1. A check in the box beside the room rule
2. \*optional – a timer in minutes. This is the number of minutes that a resident can ‘break a rule’ for before you get an alert. For instance, you might want to be notified after 10 minutes if someone has gone in the bathroom, but not come back out again. In this case, you would enter a 10 in the minutes box next to the **In Bathroom** rule. In other words, it’s a safe time limit for the resident to complete the task.
3. A time period the rule should be on.

More detail about this screen on the following pages.



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## Memory Care Room Settings

05:12:13 PM

Bed: G MC 100 1 Resident Name: 1 100

Dementia Room Rules	Timer Minutes	Period 1		Timer Minutes	Period 2		Timer Minutes	Period 3	
		ON	OFF		ON	OFF		ON	OFF
Out of Bed	0			0			0		
Room Departed	0			0			0		
Room Entered	0			0			0		
In Bathroom	0			0			0		
Staff Switch Off	0			0			0		

Restless in Room	Count	Timer Minutes	Period 1		Count	Timer Minutes	Period 2		Count	Timer Minutes	Period 3	
			ON	OFF			ON	OFF			ON	OFF
<input type="checkbox"/>	5	0			0			0				

Previous Resident Next Resident Save Cancel

As an example, we'll set the Out of Bed rule.

1. Put a **check** beside "Out of Bed"
2. Leave the **Timer Minutes** at zero so an alert would go to notification devices as soon as the resident gets out of bed. (\*bed sensor must be physically on the bed and plugged into the bed sensor outlet on the wall for this rule)
3. Click in the **ON** field under Period 1 (we'll get to Period 2 and 3 in later examples) 00:00 will appear with arrows to the right. Use the arrows to adjust the time of day you want the rule to start being monitored. It uses the 24-hour clock. E.g. 19:00 is 7pm, 6:00 is 6am etc.
4. Click in the **OFF** field to adjust the time of day you want the rule to stop being monitored. Typically, rules are monitored during the nighttime hours.

If you want the rule on for **24 hours a day**, make the **ON and OFF times match**. E.g. **1:00 – 1:00**. Setting the time to 00:00 will clear the time. Do not set any time to 00:00 (midnight).

5. If any one of the rules are set, you must enable the Staff Switch Off reminder. **Click** the box beside the Staff Switch Off rule.
6. Set the **Timer Minutes** to 15 (Vigil recommended)
7. Set the time **ON** and **OFF** to 24 hours. (1:00 – 1:00) (Vigil recommended)
8. Click Save at the bottom of the screen.

**Please Note:** The **Incontinent Room Rule** is not shown, as this rule is automatic when the incontinence sensor is plugged into the bed sensor outlet on the wall.

### Memory Care Room S

Bed: 1 MC 203 A

Dementia Room Rules	Timer Minutes	Period 1	
		ON	OFF
Out of Bed <input checked="" type="checkbox"/>	0	00:00	
Room Departed <input type="checkbox"/>	0		
Room Entered <input type="checkbox"/>	0		
In Bathroom <input type="checkbox"/>	0		
Staff Switch Off <input type="checkbox"/>	0		

Dementia Room Rules	Timer Minutes	Period 1		T
		ON	OFF	
Out of Bed <input checked="" type="checkbox"/>	0	01:00	1:00	
Room Departed <input type="checkbox"/>	0			
Room Entered <input type="checkbox"/>	0			
In Bathroom <input type="checkbox"/>	0			
Staff Switch Off <input type="checkbox"/>	0			

### Memory Care Room S

Bed: 1 MC 203 A

Dementia Room Rules	Timer Minutes	Period 1	
		ON	OFF
Out of Bed <input checked="" type="checkbox"/>	0	01:00	01:00
Room Departed <input type="checkbox"/>	0		
Room Entered <input type="checkbox"/>	0		
In Bathroom <input type="checkbox"/>	0		
Staff Switch Off <input checked="" type="checkbox"/>	15	01:00	01:00

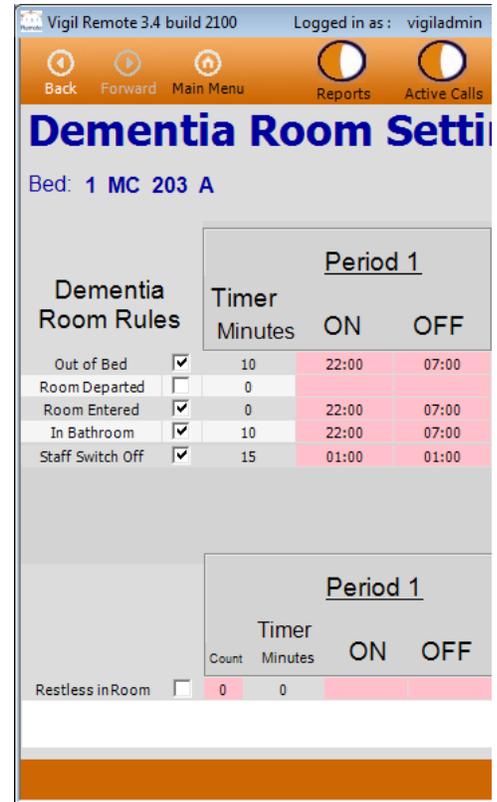
### Examples of Memory Care Room Settings

The following are some scenarios with examples of rules set for individual residents.

#### Setting a Delayed Room Rule

Bob is high functioning and independent. But because there is less staff on at night, they would only like to monitor him then. Putting 10 under “Timer Minutes” will allow Bob to get out of bed and go into the bathroom for 10 minutes without sending a notification to staff. If, however, he stays out of bed or in the bathroom for longer than 10 minutes, a notification will go out to staff and they will know to check on him. \*\*Don’t forget to install a bed sensor on the bed\*\*

**Delayed rules are very important to share with staff.** They need to understand that they are getting the notification not because Bob just got out of bed but has already been out of bed or in the bathroom for a full 10 minutes.

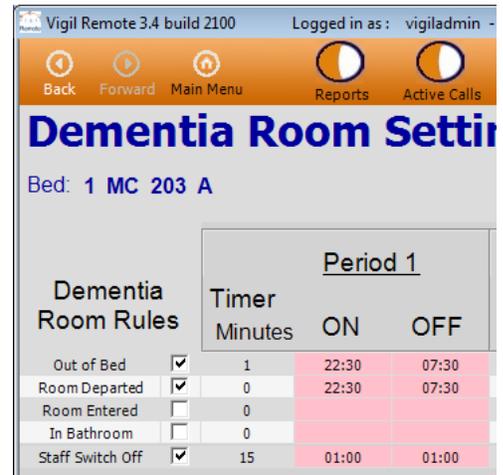


### Setting the Room Departed/Entered Rule

Jill should not be out of bed on her own as she is a fall risk. She also likes to wander out of her room at night. The settings below will alert staff if she's out of bed for over 1 minute and will alert immediately if she leaves her room between the hours of 10:30pm and 7:30am.

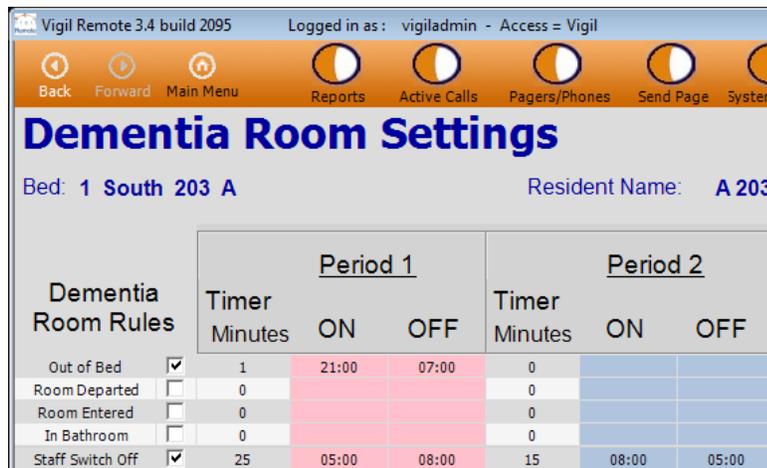
You don't always need to set the room entered rule when you have the room departed rule set. If there is no concern about someone wandering into Jill's room and just a concern that Jill herself wanders, you just need the room departed rule set.

If Jill likes to explore AND has a neighbour that likes to come into her room which agitates Jill, then you can set both room entered and room departed.



### Setting Rules for Different Periods

Mary takes a little longer for staff to get her ready for the day. In the below scenario, we've given the staff 25 minutes from 5am to 8am before getting a reminder that the staff switch is off. Under Period 2, we've continued the staff switch off reminder throughout the rest of the day but lowered the time to 15 minutes.

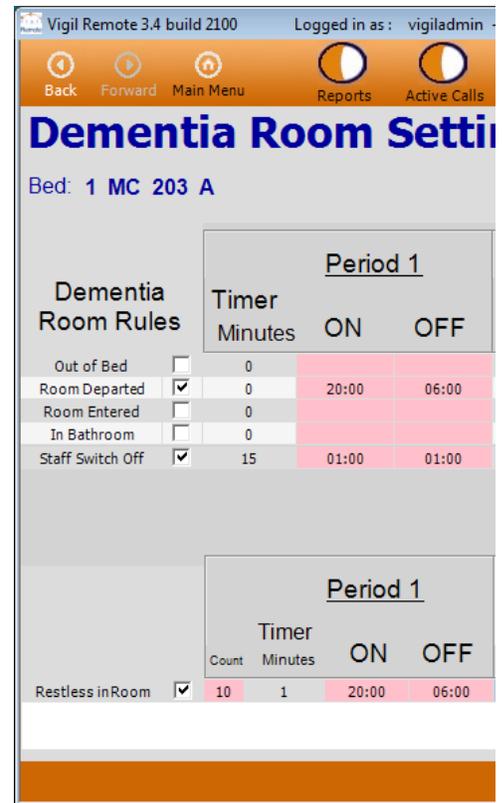


### Setting the Restless In Room Rule

In the evenings, Helen can become restless or even agitated in her room alone. In the settings at the bottom of the screen we can set a timer that will count her movements in the room.

The system will count each time the room sensor is activated as one count. Since we have entered '10' in the count field, the system will alert if it detects the room sensor activating 10 times within the Timer period. The Timer Minutes field has 1 minute so if the room sensor is only triggered 8 times in 1 minute, you will not get a notification. If however, the resident moves 10 times in 1 minute, you will get a notification.

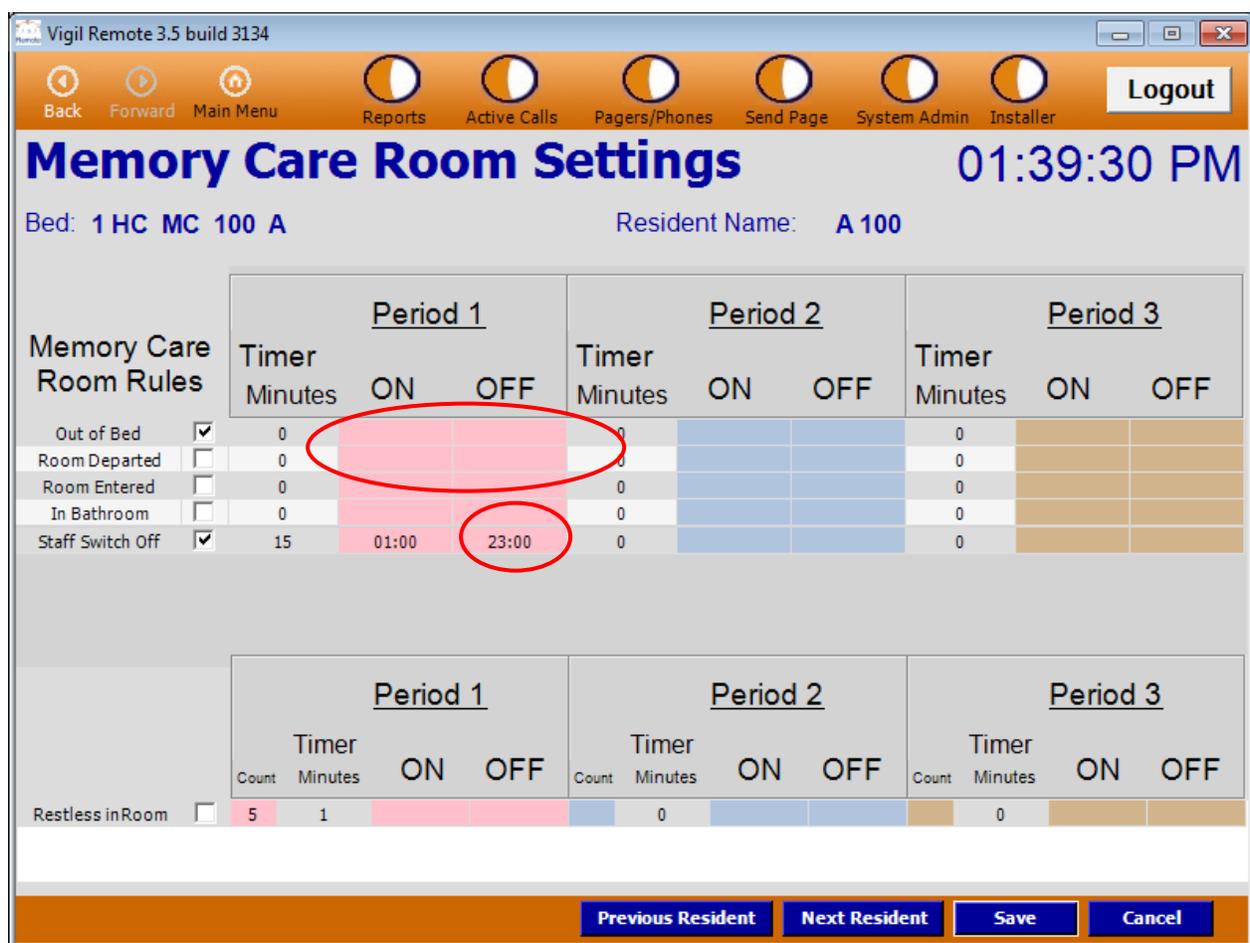
**Note:** Always have a higher count and lower minutes. Never use a count lower than 5 or minute of 0. The minimum amount of time the rule will take to be sent to notification devices is 1 minute even if you set the minute to 0. This rule is not meant as a fall prevention tool. Please use the bed sensor for fall risk residents.



### Examples of Incorrect Room Rule Settings

#### Incorrect Example 1 – No Time Period Set

In this example, you can see the out of bed rule has been checked but there are no times in the Period 1 ON or OFF field. The Out of Bed rule will not work with no time period set. Also, in this example, the staff switch off reminder is set from 1am to 11pm so for 2 hours, the switch is not monitored (between 11pm and 1am). Best practice is to have this set for 24 hours.



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## Memory Care Room Settings

01:39:30 PM

Bed: 1 HC MC 100 A Resident Name: A 100

Memory Care Room Rules	Period 1			Period 2			Period 3		
	Timer Minutes	ON	OFF	Timer Minutes	ON	OFF	Timer Minutes	ON	OFF
Out of Bed <input checked="" type="checkbox"/>	0			0			0		
Room Departed <input type="checkbox"/>	0			0			0		
Room Entered <input type="checkbox"/>	0			0			0		
In Bathroom <input type="checkbox"/>	0			0			0		
Staff Switch Off <input checked="" type="checkbox"/>	15	01:00	23:00	0			0		

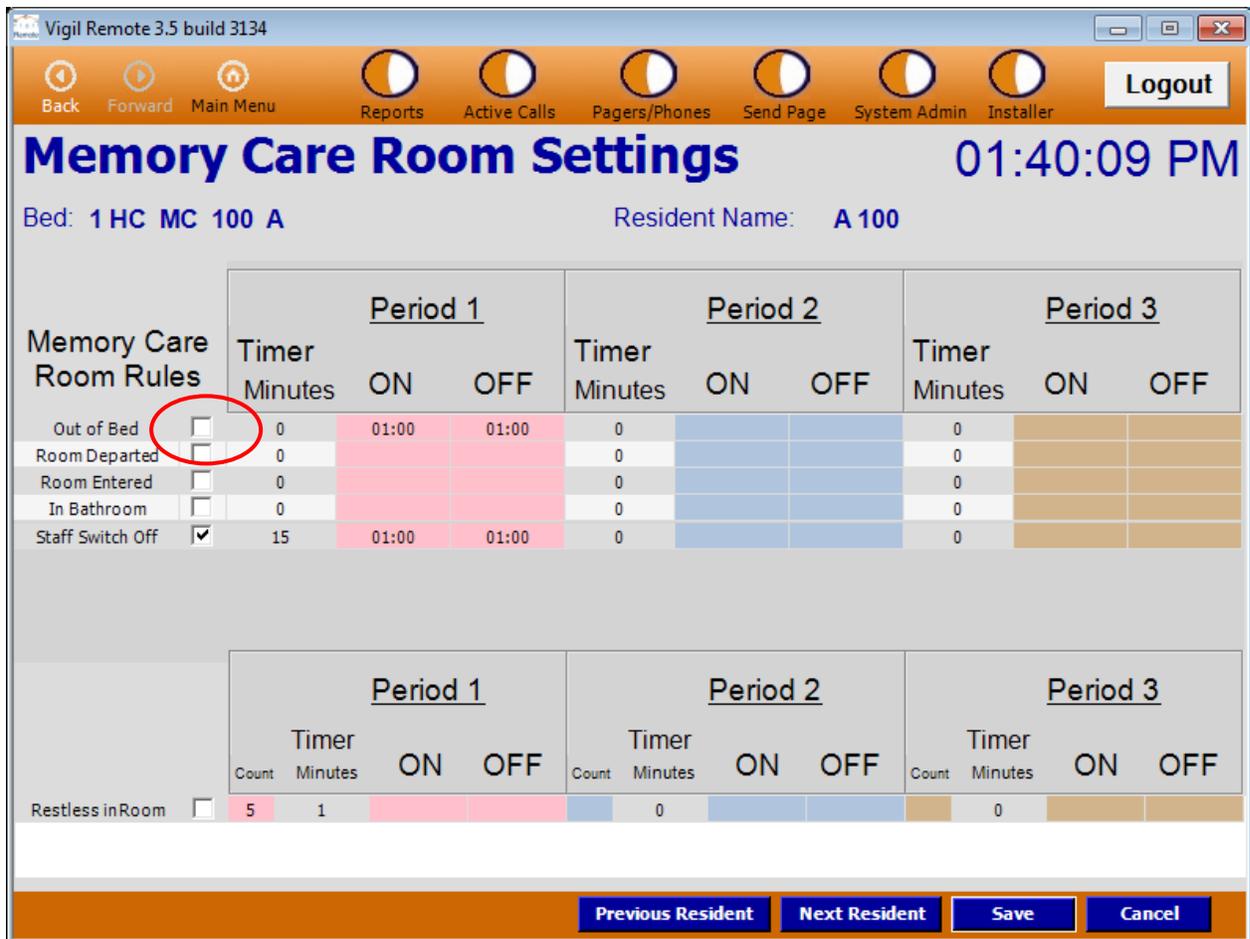
  

Restless in Room	Period 1			Period 2			Period 3					
	Count	Minutes	ON	OFF	Count	Minutes	ON	OFF	Count	Minutes	ON	OFF
<input type="checkbox"/>	5	1			0				0			

Previous Resident Next Resident Save Cancel

### Incorrect Example 2 – Rule is not checked

In this example, the Out of Bed time period is set between 1am to 1am (24 hours). However, there is no check mark beside the Out of Bed rule which means that the rule is not activated. You will not receive an out of bed alert.



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## Memory Care Room Settings

01:40:09 PM

Bed: 1 HC MC 100 A Resident Name: A 100

Memory Care Room Rules	Timer Minutes	Period 1		Period 2		Period 3	
		ON	OFF	ON	OFF	ON	OFF
Out of Bed <input type="checkbox"/>	0	01:00	01:00	0		0	
Room Departed <input type="checkbox"/>	0			0		0	
Room Entered <input type="checkbox"/>	0			0		0	
In Bathroom <input type="checkbox"/>	0			0		0	
Staff Switch Off <input checked="" type="checkbox"/>	15	01:00	01:00	0		0	

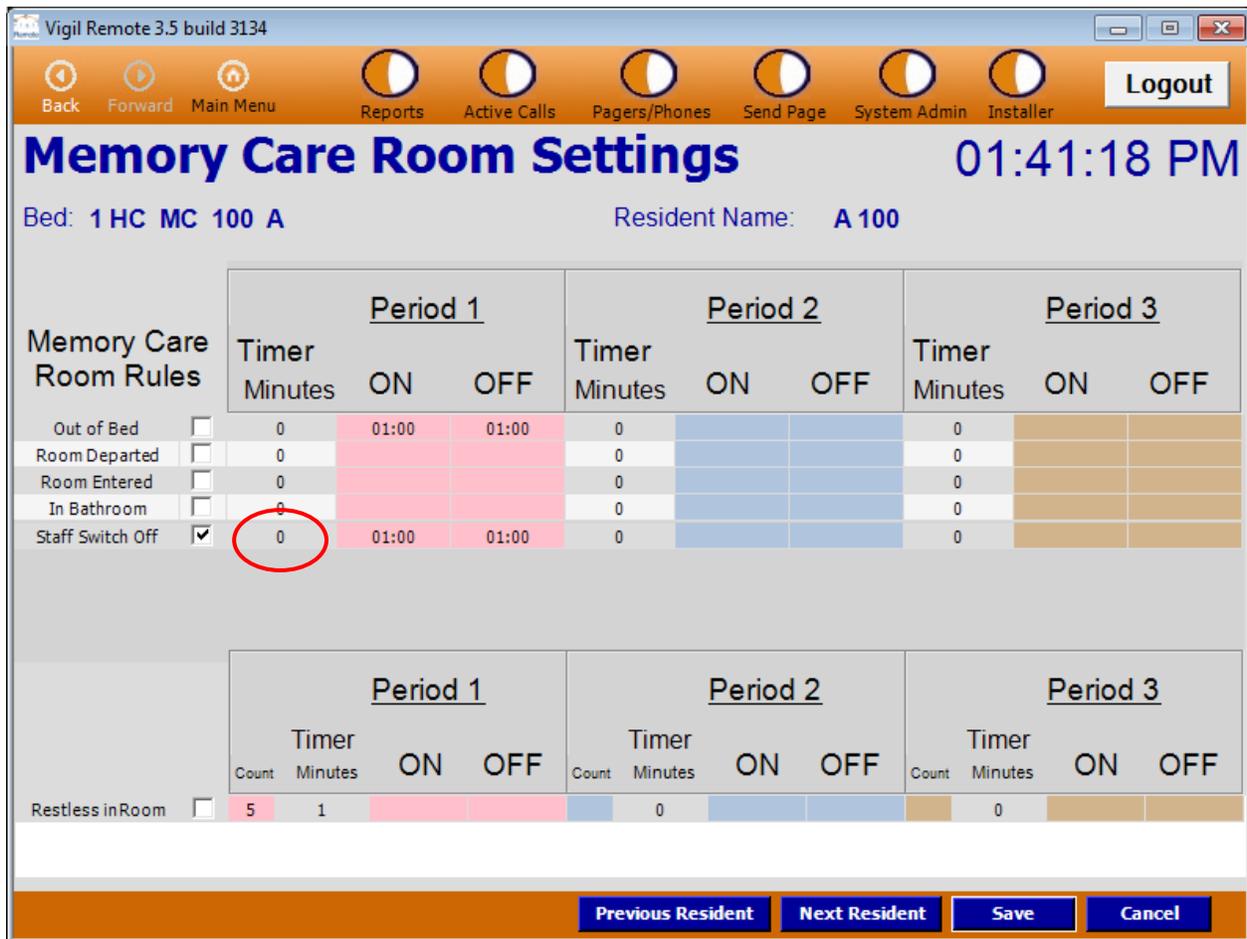
  

Restless inRoom <input type="checkbox"/>	Period 1		Period 2		Period 3			
	Count	Minutes	ON	OFF	Count	Minutes	ON	OFF
	5	1			0			

Previous Resident Next Resident Save Cancel

### Incorrect Example 3 – Staff Switch Off rule set to 0 minutes

In the example below the Staff Switch Off reminder rule is activated, and a time period is set, however no minutes are set in the Timer field. This means that as soon as the Staff Switch is turned off, staff will receive a Staff Switch Off call. We recommend this is set to at least 15 minutes to give staff time to address the residents need in their room.



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## Memory Care Room Settings

01:41:18 PM

Bed: 1 HC MC 100 A Resident Name: A 100

Memory Care Room Rules	Timer Minutes	Period 1		Period 2		Period 3	
		ON	OFF	ON	OFF	ON	OFF
Out of Bed <input type="checkbox"/>	0	01:00	01:00	0		0	
Room Departed <input type="checkbox"/>	0			0		0	
Room Entered <input type="checkbox"/>	0			0		0	
In Bathroom <input type="checkbox"/>	0			0		0	
Staff Switch Off <input checked="" type="checkbox"/>	0	01:00	01:00	0		0	

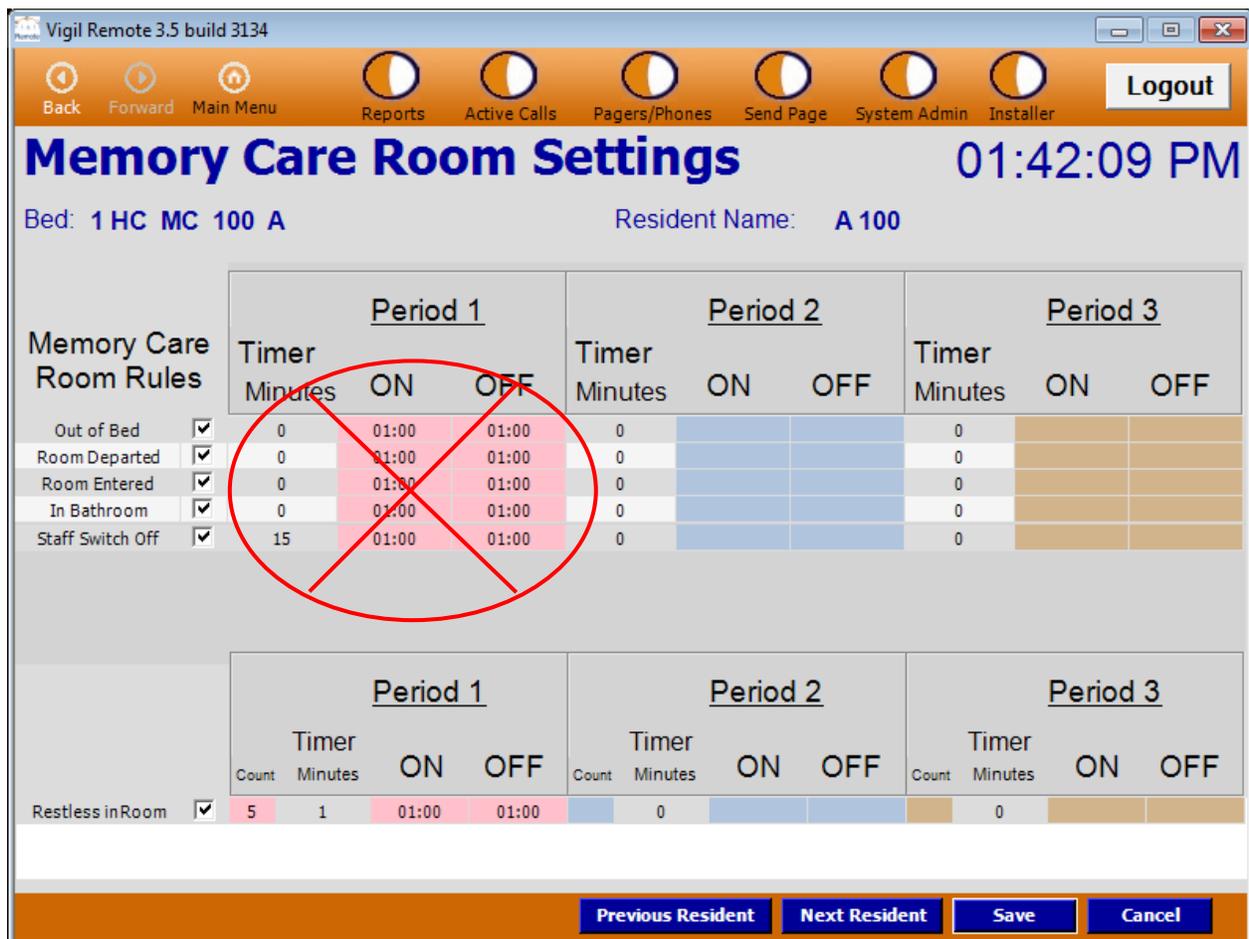
  

Restless in Room <input type="checkbox"/>	Count	Minutes	Period 1		Period 2		Period 3	
			ON	OFF	ON	OFF	ON	OFF
	5	1			0		0	

Previous Resident Next Resident Save Cancel

### Incorrect Example 4 – All rules active for 24 hours

The Vigil Memory Care System is meant to be customized for the individual resident. If you set all rules for 24 hours a day, your staff will not be able to keep up with the amount of calls this will generate. This does not make your residents safer and instead can make staff not trust or believe the system therefore, not respond to calls.



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## Memory Care Room Settings

01:42:09 PM

Bed: 1 HC MC 100 A Resident Name: A 100

Memory Care Room Rules	Period 1			Period 2			Period 3		
	Timer Minutes	ON	OFF	Timer Minutes	ON	OFF	Timer Minutes	ON	OFF
Out of Bed <input checked="" type="checkbox"/>	0	01:00	01:00	0			0		
Room Departed <input checked="" type="checkbox"/>	0	01:00	01:00	0			0		
Room Entered <input checked="" type="checkbox"/>	0	01:00	01:00	0			0		
In Bathroom <input checked="" type="checkbox"/>	0	01:00	01:00	0			0		
Staff Switch Off <input checked="" type="checkbox"/>	15	01:00	01:00	0			0		

Restless in Room <input checked="" type="checkbox"/>	Period 1			Period 2			Period 3					
	Count	Minutes	ON	OFF	Count	Minutes	ON	OFF	Count	Minutes	ON	OFF
	5	1	01:00	01:00	0				0			

Previous Resident Next Resident Save Cancel

### Editing Room Rules

We recommend auditing your room rules on a regular basis to ensure they are up to date for your individual residents.

#### Turning off a room rule

1. Log into Vigil Remote and go to **Resident Room Settings**
2. Search for the room you want to edit and click **Find**
3. To turn off a room rule, **uncheck** the box beside the rule. A rule needs both a check mark and a time period set to work. Taking out the times and/or the check mark will stop the rule from working.
4. Click **Save**

Memory Care Room Rules	Timer Minutes	Period 1	
		ON	OFF
Out of Bed	<input type="checkbox"/>	0	
Room Departed	<input type="checkbox"/>	0	
Room Entered	<input type="checkbox"/>	0	19:00 06:00
In Bathroom	<input checked="" type="checkbox"/>	0	19:00 06:00
Staff Switch Off	<input checked="" type="checkbox"/>	15	01:00 01:00

#### To remove the times from a rule

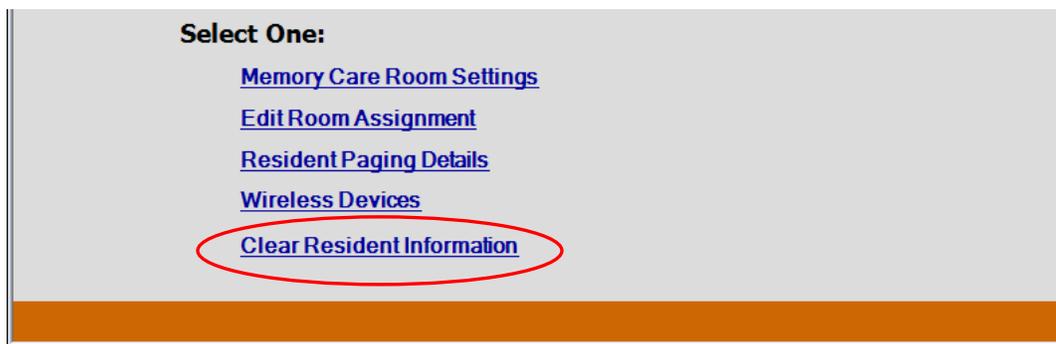
1. **Click** in the cell you want to remove the time from.
2. Type 00 in the **ON** field and 00 in the **OFF** field. Setting the time essentially to midnight will remove the time period altogether.

Memory Care Room Rules	Timer Minutes	Period 1		T M
		ON	OFF	
Out of Bed	<input type="checkbox"/>	0		
Room Departed	<input type="checkbox"/>	0		
Room Entered	<input type="checkbox"/>	0	00:00 00:00	
In Bathroom	<input checked="" type="checkbox"/>	0	19:00 06:00	
Staff Switch Off	<input checked="" type="checkbox"/>	15	01:00 01:00	

### Clear Resident Information

Use this feature to remove a room and room rules set for that room.

1. Log into Vigil Remote and go to **Resident Room Settings**
2. From the **Resident Information** screen select the **By Room** drop down, choose the room you would like to clear from the database.
3. After the correct room is selected, Click **Find**.
4. Confirm you have selected the correct room and click on **Clear Resident Information**.

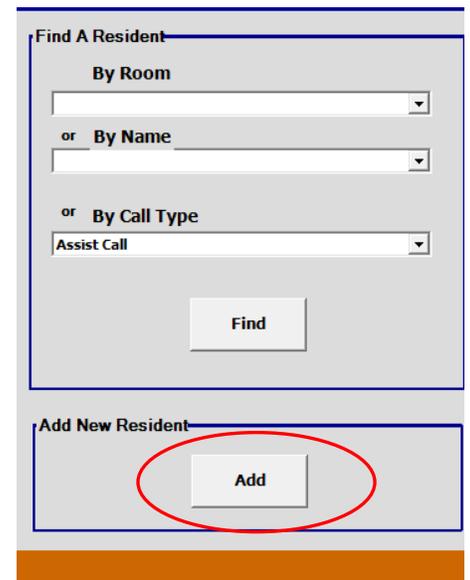


5. Click **OK** when asked "Are you sure you want to clear information from room \_\_\_?"

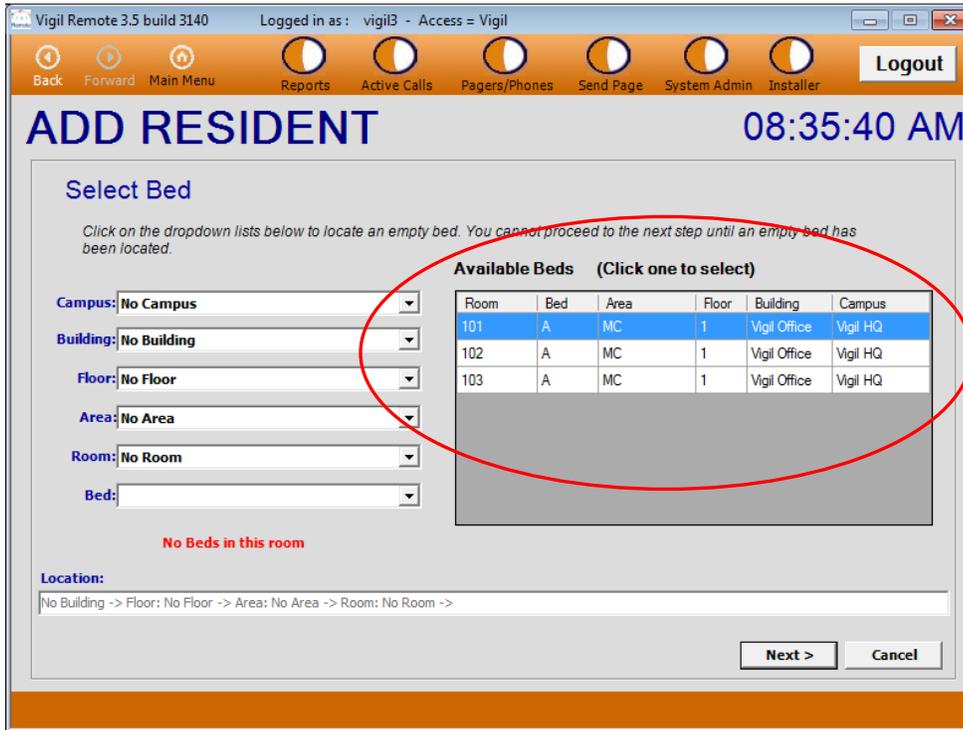
### Add a New Resident

This is only to be used if you are not able to find the room under **Find a Resident, By Room**

1. Log into Vigil Remote
2. From the main menu, choose **Resident/Room Settings**
3. Click **Add** under Add New Resident at the bottom of the screen.



- This will bring you to the **Add Resident Screen**
- Select the room you would like to add by double clicking the room from the right side of the screen under **Available Beds**



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## ADD RESIDENT

08:35:40 AM

### Select Bed

*Click on the dropdown lists below to locate an empty bed. You cannot proceed to the next step until an empty bed has been located.*

Campus: **No Campus**    **Available Beds (Click one to select)**

Building: **No Building**

Floor: **No Floor**

Area: **No Area**

Room: **No Room**

Bed: **No Bed**

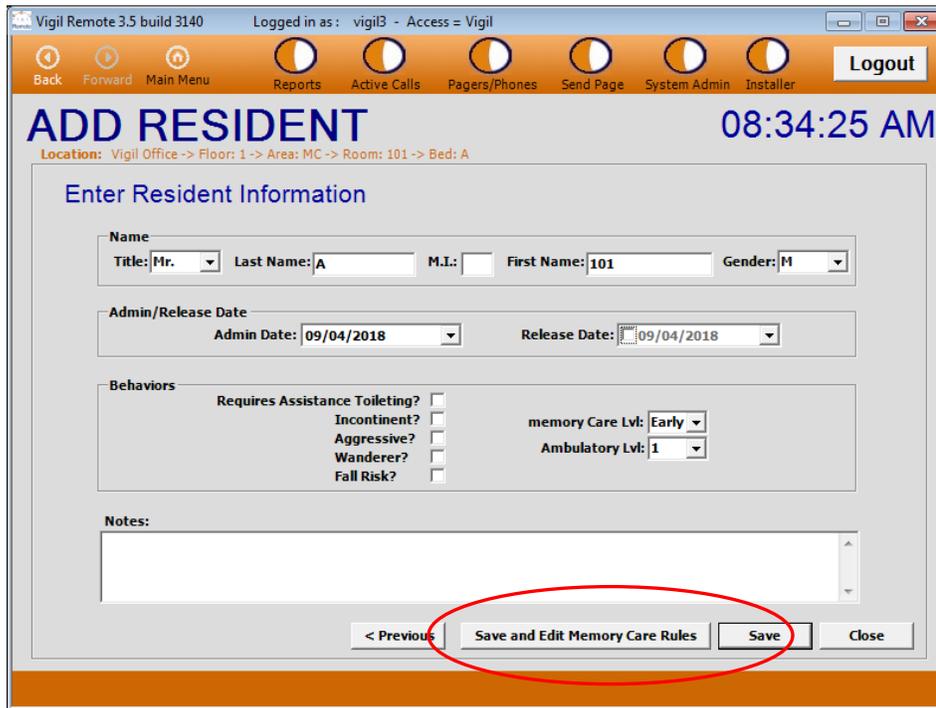
Room	Bed	Area	Floor	Building	Campus
101	A	MC	1	Vigil Office	Vigil HQ
102	A	MC	1	Vigil Office	Vigil HQ
103	A	MC	1	Vigil Office	Vigil HQ

**No Beds in this room**

**Location:**  
No Building -> Floor: No Floor -> Area: No Area -> Room: No Room ->

**Next >**    **Cancel**

- Leave the settings in the Add Resident screen at the default entries.



Vigil Remote 3.5 build 3140    Logged in as : vigil3 - Access = Vigil

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### ADD RESIDENT

08:34:25 AM

Location: Vigil Office -> Floor: 1 -> Area: MC -> Room: 101 -> Bed: A

#### Enter Resident Information

**Name**  
 Title: Mr.    Last Name: A    M.I.:    First Name: 101    Gender: M

**Admin/Release Date**  
 Admin Date: 09/04/2018    Release Date: 09/04/2018

**Behaviors**

Requires Assistance Toileting?	<input type="checkbox"/>	memory Care Lvl: Early
Incontinent?	<input type="checkbox"/>	Ambulatory Lvl: 1
Aggressive?	<input type="checkbox"/>	
Wanderer?	<input type="checkbox"/>	
Fall Risk?	<input type="checkbox"/>	

**Notes:**

< Previous    **Save and Edit Memory Care Rules**    Save    Close

7. Click **Save and Edit Memory Care Rules** to set up some room rules or just **Save** if you're done.

## Room Rules Report

Make sure to communicate the room rules settings with your staff. Print off the Room Rules report and put it where staff can see it and encourage them to give you feedback on the set up for each resident.

To access the report:

1. Log into Vigil Remote
2. Go to **Reports**
3. Click on **Room Rules Report**
4. Click **Print** at the bottom of the page

## Basic Setup Guide to Vigil Memory Care Rules

Question	YES	NO	Timer Option
Is the resident at risk of a fall?	Ensure a Bed Exit Sensor is placed on the resident's bed.	There is no reason for care staff to be alerted when resident is out of bed.	<b>Best Practice</b> - set rule for 1 min when resident is at risk of a fall.
Is resident incontinent or sporadically incontinent?	Place an incontinence sensor on the resident's bed.	Resident is not incontinent or wears briefs that are dependable.	<b>Best Practice</b> - when sensor is plugged into the wall outlet, the rule is automatically activated.
Does the resident explore? Or does the resident get agitated when someone enters their room?	Set either the Room Entered or Room Departed rule	If resident is not an at risk wanderer or doesn't have other residents wandering into their room, these rules do not need to be set.	<b>Best Practice</b> – Always set the Room Entered/Departed rules for 0 min during sleeping hours. This will alert you of elopement risks.
Does a resident require assistance with toileting?	Set IN BATHROOM rule to zero (0) minutes so that staff are alerted as soon as the bathroom is entered	Set IN BATHROOM rule to safe amount of time for resident to be in the bathroom without staff being alerted.	<b>Best Practice</b> – set rule according to resident's needs. Even when resident is high functioning, setting an alert for 20 minutes is recommended
If Memory Care rules are set – Staff Switch off rule must be active	Set Staff Switch Off to 15 minutes to alert staff when room has not been turned back on after tending to resident's call	There is no need to turn on Staff Switch Off as there are no Memory Care Rules turned on	<b>Best Practice</b> – Set Staff Cancel Switch for 15 minutes and 24 hours a day.

**Monitoring Period** – On/Off Times - You should set the ON-monitoring time for the time the resident typically goes to bed for the night. You should set the OFF-monitoring time for the time your resident typically gets up in the morning.

**Activate Rules**– Check the box, select a Timer On/Off Period