

There are many things to do when opening a new community and we want to help ensure your residents are safe the moment they move in. Please use the check list below to have a successful start with the Vigil system.



Before opening

- Locate all of the Vigil supplies
 - Sensors, adaptor cables, pendants, batteries, pagers etc
 - Find a location to keep your inventory (bed sensors should be kept flat; incontinence sensors should be rolled – not folded)
 - Ensure staff are aware of the process for deploying any wireless devices/sensors (some need to be entered into the software prior to putting in use)
- Create a secure area to keep the pagers/phones and have some spare batteries on hand
- Make sure the correct pagers/phones are in their correct area/wing/floor
- Print off a pager sign in/out sheet and have it ready for staff
- Post any training documentation at the Nurses station for easy reference
- View the Active Calls screen and cancel any erroneous calls from the rooms.
 - Sometimes devices get triggered inadvertently by housekeeping, tours, or construction staff and you will want to start off with an empty Active Calls screen
- Have at least one computer with the Vigil software installed visible to staff – if not, contact your IT department or Vigil support (877-850-1122)
- Do some testing of the system with the staff before residents move in.
 - Conducting some resident scenarios before going live will refresh the staff and ensure understanding of how to respond/cancel calls. Hand out pagers/phones and have CNA's respond to a staff member pressing a device in a room. Try having them respond to a pendant call, an out of chair call and/or out of bed call.

After first residents move in

- KEEP A CLOSE EYE ON THE ACTIVE CALLS SCREEN (We can't stress this enough!)**
 - You want to make sure calls are being canceled in a timely fashion. Remember calls repeat every 5 minutes and too many long waiting calls can delay new calls being sent to pagers.
 - Look out for any system calls alerting you to issues with the Vigil equipment or devices (eg: Device Not Found, Low Battery, DIM Disconnected) Refer to your user manual or call our support team if you are unsure how to handle these notifications.

- Review the Call History report every morning and go over the report with your staff. Attend to any issues/questions from the day/night before.
- Talk about Vigil every day**
 - If it's a newer building having this reminder can be beneficial as many times, there are quite a lot of staff changes for the first little while and new people may not have had the initial formal training.

On Going

- Ensure you have spare devices on hand so you can swap quickly if needed for a resident. (if under warranty contact Vigil for return of defective device)
- Audit, Audit, Audit!
 - Regularly check your dementia room settings, wireless devices, conduct system tests.
- Conduct regular retraining on the Vigil system. Watch our videos, check for understanding – contact Vigil for any training documentation you might need, quizzes, ideas etc
- Keep watching the Active Calls screen and running a Call History report to ensure your staff are responding and checking for any equipment issues!

Contact information

(also found in the Vigil Remote software under Contact)



For technical questions, please contact our support team at 1-877-850-1122 or email support@vigil.com

For training questions, please email training@vigil.com

Note: User manuals and training documentation is in a folder on the main Vigil computer. Just bring a USB drive to the computer to copy it and save the folder on your local shared drive or any computer you would like!

To order supplies, contact us at the toll free number, email at sales@vigil.com or go online at www.vigil.com

Register for our customer portal at www.vigil.com/uc for training documentation and **videos!**