Securitas Healthcare

Senior Living Buyer's Guide

WANDER MANAGEMENT TECHNOLOGY

60% of seniors with cognitive impairment-causing dementia and Alzheimer's diesase are prone to wander.

For a resident, wandering can lead to serious injury or death. For your community, an elopement can result in penalties or fines for regulatory non-compliance, as well as legal action from the resident's family. These incidents can also inflict serious damage to your community's reputation in the market and trust among other residents and their families.

Safeguarding chronic wanderers remains a top priority for memory care and assisted living communities. But it's a false notion to exclusively correlate wandering management strategies with memory care units. The goal of any community is to keep the environment safe for all residents, while extending the freedom for someone at risk. A solution to limit unwanted wandering can be successfully marketed to resident families, providing peace of mind that their loved one will be more safe at your community.

Protecting residents requires a multifaceted program spanning **policy**, **people**, and **technology**. Your policies need to be clear and consistently enforced. Your caregivers need to be trained and empowered as critical lines of defense against wandering. And your technology must be effective yet discreet. It should keep wander-prone residents safe without unnecessarily restricting their movement. And it should blend seamlessly into the decor of your community and caregivers' workflows—providing powerful security without disrupting the ambiance of your building or requiring significant staff intervention.

This Buyer's Guide focuses on the technology aspects of a wander management program. It highlights five key considerations as you explore and evaluate potential wander management solutions:

1. **Core Platform and Components**
2. **Resident Wearables**
3. **Access Control**
4. **Management: Central or Distributed**
5. **Location-Based Alerts and Notifications**

Whether protecting a single door or an entire campus, your wander management solution needs to provide peace of mind for you, your residents and their families, and your team of caregivers.

1: Core Platform & Components

LOOK FOR TECHNOLOGY THAT BLENDS SIMPLICITY AND SOPHISTICATION

The “brain” of any wander management solution is the core platform that orchestrates communications among all system components. Virtually every system will provide the same basic functionality. Far fewer offer a core platform that can be extended for greater resident safety functionality and integrations with your other security systems (for example, fire detection panels and door or window sensors).

In addition to flexibility and extensibility, look for a platform that enables a secure, protected environment without a cold, “clinical” appearance. To ensure that your community feels warm and home-like, opt for simple and minimal components that blend with your décor. Insist on few or no visible wires. And look for door controllers and indoor and outdoor access panels that are unobtrusive and aesthetically pleasing. You want a solution that lets protected residents retain as much dignity, independence and freedom as possible.

Finally, consider total cost of ownership. A modern, wireless solution can be installed more quickly and with less disruption to your residents and caregivers. Wireless design also makes for faster, easier day-to-day management.

2: Resident Wearables

FORM OR FUNCTION? DEMAND BOTH

Wander-prone residents shouldn’t have to look or feel like they’ve lost freedom and independence. A modern wander management solution should incorporate resident wearables that are sleek and small (think: the look and feel of a modern smart watch). A solution should also provide these wearables with a variety of features (for example, cut-resistant and non-cut-resistant) and in multiple band sizes. Regardless of which option is used, the wearable should securely lock on the resident’s wrist to ensure around-the-clock protection.

Other important considerations: bracelet activation and battery maintenance. Look for a solution that makes it fast and easy to activate a resident’s bracelet and that offers flexible battery life options that map to your community’s needs. Ideally, it will even be possible to check the status of each resident’s battery without having to remove the wearable or disturb the resident while resting, dining or enjoying an activity.

KEY QUESTIONS

CORE PLATFORM

- What is required to install your wander management system? Is it necessary to install new wires? How are the various components configured?
- Can you show me samples of your solution’s components, such as door controllers and indoor/outdoor keypads, that will be visible within our community?
- When employees leave or we make other changes to our facility, how do we update your solution?
- What other aspects of our safety and security program can your solution support?

RESIDENT WEARABLES

- Can you show me your resident wearables?
- What are the options available interms of wearable features and sizing?
- What are the steps for activating a new resident bracelet?
- What is the expected battery life of your wearables?
- What is the process for testing batteries? To check battery life, does the wearable need to be removed from the resident, even for a short time?

3: Access Control

ONE CODE SHOULDN'T FIT ALL

Access control is one of the core functions of any wander management solution. As you evaluate your options, ensure that every solution on your short list complies with UL 294. This is the Underwriters Laboratories Standard for Access Control System Units, and it's used to evaluate the construction, performance and operation of access control systems.

In addition to UL 294 compliance, look for a solution that maintains your security standards even as staff and visitors pass through controlled doors with access codes or badges. Your solution should allow you to assign individual access codes or badges, which limit the risk of sharing general codes. They help in creating accurate records and reporting; they also ensure that former employees cannot gain unauthorized access.

Similarly, an effective wander management solution should make it quick and easy to assign visitors a time-limited access code for use during their visit.

4: Management (Central or Distributed)

SIMPLIFY DAY-TO-DAY TASKS

Many wander management solutions rely on distributed management—in other words, caregivers must interact with multiple individual door controllers every time there is a change across a community. That approach is obviously time consuming; it can also result in safety risks if one or more of the controllers is overlooked and left without the needed updates.

A wander management solution with central management empowers caregivers to handle daily user activity from a single interface. With a central "command center," it's easier to schedule and adjust authorized transportation of a resident. (For example, you can log a resident out of a building for a hospital visit or visitor meeting so that selected doors will ignore the resident's bracelet for a set duration of time.)

In the best cases, a solution's command center can do even more than handle day-to-day wander management activities. It can also serve as a unified portal to other health and safety systems, including emergency/nurse call, motion detectors, environmental sensors and more. It provides a focal point for safety and security alerts and reporting. And it keeps staff learning curve low, thereby decreasing risk of improper use.

KEY QUESTIONS

ACCESS CONTROL

- Does your wander management solution comply with UL 294?
- How do you provide authorized access to caregivers? What about visitors?
- Does your solution make it possible to control access using individual codes and/or badges?
- How does your solution maintain security when an employee leaves the organization?

MANAGEMENT

- What is required to update/change components of your wander management solution?
- Does your solution provide a "bird's eye view" of all system components via a single interface?
- Does your solution support only wander management, or is it able to integrate other safety and security systems for central visibility, alerting and reporting?
- Can your solution grow over time as your community changes (for example, to deliver different types of care or to meet higher safety/security needs)?

5: Location-Based Alerts

SEE WHAT'S POSSIBLE WITH REAL-TIME VISIBILITY

Every wander management solution can alert and react when a resident wearing a bracelet approaches a guarded door. That's critical functionality. But it shouldn't be a solution's only capability. When you choose a wander solution that provides central management, you can go a step further—locating residents in real time and initiating alerts based on a resident's presence and movement within your community.

Consider the advantages of a wander management solution that supports geofencing—the ability to define boundaries without doors.

Using geofencing, you can establish special areas where wandering residents should (and should not) be. You can even establish parameters based on time of day. For example, it would be completely appropriate for a resident to be in a recreation room at 3:00 in the afternoon; it would be concerning if someone turned up there at 3:00 in the morning.

Look for a solution that provides real-time visibility—and proactive alerts—related to residents' location and movement.

KEY QUESTIONS

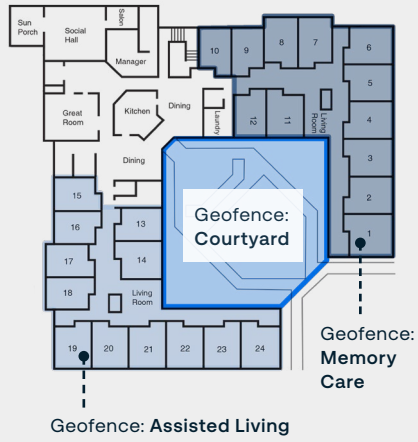
LOCATION-BASED ALERTS

- Does your wander management solution provide visibility to the location of wandering residents (even if they are not approaching a controlled door)?
- Does your solution support geofencing?
- What kinds of alerts can your solution generate based on residents' location and movement through our community? How do caregivers recieve alerts from the system?

Expand the Boundaries of Wander Management

A wander management solution is critical to your community's safety and security. As you explore your options, you can view wander management as a standalone capability—or you can seek a solution that's flexible and extensible, capable of addressing virtually all your safety and security needs.

Knowing what's possible—and the key questions to ask potential partners—will help clarify your options and identify the "best fit" solution for your community.



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About Securitas Healthcare
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