

# ACE THE TEST: TOP SECURITY QUESTIONS BY RESIDENTS AND FAMILIES

Safety and security are important to residents and families. But so is a welcoming, home-like setting. Build trust by demonstrating your commitment to a culture of safety and achieving zero patient harm.

## Q: WHAT IS YOUR VISITATION POLICY?

**A:** With hosted visitor management and access control, we know who is in the building at all times and that our secured areas are safe. By keeping our residents and guests safe, they can focus on what matters most.



## Q: HOW DO YOU STAFF OVERNIGHT?

**A:** We always have essential, reliable staff here – even overnight. We also have 24-hour alarm, access control and video monitoring with regular video patrols of the whole facility.



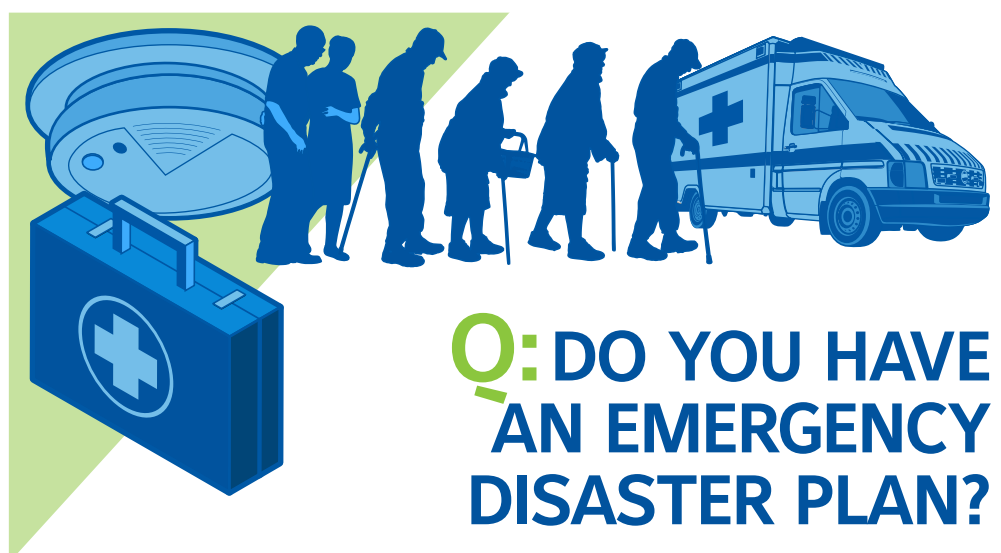
## Q: HOW ARE MEDICATIONS STORED, MANAGED AND ADMINISTERED?

**A:** It's essential to us that medications are delivered in the right doses on the right schedule. That's why our pharmacy access control logs every event and captures video backup so that we can continuously use to hold ourselves to a high standard.



## Q: DO YOU HAVE AN EMERGENCY DISASTER PLAN?

**A:** We have a comprehensive, state-approved plan that's reviewed with every new resident and their family, and annually with everyone. Working sprinkler, smoke and carbon monoxide systems are located throughout and a fully-stocked Disaster Supplies Kit is accessible at all times.



## ON THEIR MINDS – AND CHECKLISTS



### 6 OUT OF 8

Number of top evaluation criteria in AARP guide that pertain to safety and security when visiting an ALF.



### RANKED #6

On A Place for Mom's Top 10 Tips for Visiting Assisted Living Communities: "Ask security and safety questions."



### HOW DID YOUR ANSWERS COMPARE?

Safe and secure shouldn't mean intimidating. Make security a positive first impression that earns your facility a second look.

Need help acing the test? Contact your Johnson Controls representative to schedule a security review.

CITED SOURCES: CNA Insurance Aging Services 2016 Claim Report; Caring.com Assisted Living Checklist; A Place for Mom Assisted Living Checklist; Caring.com: Assisted Living Checklist; Carol Marak, Assisted Living Facilities.org; Safety in Assisted Living; AARP Caregiving Checklist; A Place for Mom -Top Ten Tips for Visiting Assisted Living Communities

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