

## Rocky Ridge Retirement Community

Supporting independent lifestyles with Real-Time Location System

### Overview:

Rocky Ridge Retirement Community is a 134 suite Supportive Living Community located in Calgary, Alberta owned by Signature Retirement Living Corporation. In partnership with Alberta Health Services (AHS), 29 of their rooms are classified as a Supportive Living Level 4 (SL4-D) unit that offers residents assessed by AHS a safe living environment. The remaining 105 suites offer a luxurious independent apartment environment for retirees choosing to live a vibrant lifestyle, while having a multitude of services readily available.

To ensure that all residents who reside within Rocky Ridge have a safe and caring experience, Signature Retirement Living wanted the highest level of offering when it comes to nursing response, and nurse call systems. Peace-of-mind is what it's all about for Rocky Ridge residents. Signature Retirement Living's mission statement states that they wish to establish themselves as the leading purveyor of retirement lifestyles where their residents receive unmatched choice and an enviable level of service.

### Solution:

To support resident independence in the apartments, and to ensure timely response in all areas of the building, Rocky Ridge chose to be Alberta's first implementation of the Momentum RTLS In Motion. This system involves the installation of Radio Frequency Identification (RFID) and Infrared (IR) monitors and infrastructure throughout the building. This state-of-the-art equipment communicates with RTLS badges worn by residents and staff. The software is then able to locate, the RTLS badges in real-time, with location published every three seconds.

“ Now that I have seen the benefits of the RTLS system, I cannot imagine using a traditional call bell system again.”

**Executive Director**

Learn more:  
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## Why Civica

- RTLS In Motion serves over 8,300 residents, assists 5,800 staff, emits 62,000 weekly alerts, and saves over 1,000 hours.
- Civica delivers cloud-enabled critical software to drive clinical, financial and workforce efficiencies. Supporting frontline workers, clinicians and key decision-makers with precise insight to make informed decisions, our focus is always on getting the right information to the right person at the right time.
- With over 30 years experience, we're committed to improving outcomes for citizens
- Our smart software is helping deliver the public services of the future

## Resident safety

Residents have their own RTLS badge. This widely accepted badge has a large button on it to allow the resident to push for assistance anywhere in the building. A fall in a stairwell, or a choking incident in the dining room can bring the right level of aid very quickly with the simple push of a button. This button sends a call response to a mobile device carried by qualified professional care staff. Not only does the mobile device display the residents (or staff members) name, it also provides the location!

This results in response times and a level of service to those who wear the badges that is unmatched in other Retirement Residences to date.

"It offers true peace of mind to our residents, their family members, and the staff we employ", says the Executive Director. "Regular systems offer a push button or pull cord only within the living quarters. RTLS trumps this significantly in that it offers that same 'tried and true technology' with the plus of a GPS type system that allows you to have the security of knowing help can be on the way, no matter where you are in the building". The Executive Director continues, "it is a level of safety that we take much pride in offering here, and it will definitely aid many in maintaining their independence even longer; which is exactly what our seniors want".

## Resident check-In

Each of the resident suites within the Community is equipped with a resident check-

in button. This allows each resident to check-in with the Front Desk Concierge each morning, to indicate that they are doing well and do not wish to be disturbed. Alberta's legislations require a census of residents at least once every 24 hours. Traditionally, this involves staff calling or visiting each and every resident - a task that would take hours to complete. "RTLS makes this task so much easier for our Concierge Staff." says the Executive Director.

## Resident independence

The independence and freedom of Rocky Ridge Residents is of utmost importance. Residents are encouraged to use the entire facility for their personal benefit, and take advantage of all available services and programs. With RTLS, residents are not only able to do this freely, but they are able to do this with peace of mind. Anywhere they go in the facility, they can press their personal RTLS badge and request assistance.

In addition to the wireless assistance requests, the system includes the passive surveillance of movements and activities throughout the building. This proactive alerting ensures that residents are not put in a compromising situation and has staff attend to their needs prior to incidents. Examples include Resident movements outside of the Secure Area, or the re-direction of a resident who has entered the wrong suite. "Actively monitoring resident or staff members, provides a level of safety that provides the management and the family members of these individuals a peace of

mind that is exemplary." states the Executive Director.

## Attracting potential clients

Given the benefits RTLS provides the residents of Rocky Ridge, the Community has been proudly describing the solution to potential clients and residents within their marketing materials and facility tours. Being the first Community in Calgary to leverage the RTLS solution is proving to be a competitive advantage when comparing other Senior Living options.

The feedback from families has been overwhelmingly positive. The Executive Director states, "I have had family members, with tears in their eyes, thanking me for the quick response their loved one needed. In their words - "this is exactly why we wanted our mom here".

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