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|  RESIDENT CALL LIGHT | NO. 230 |
| PURPOSE: It is the policy of this facility to provide a communication call-light system that allows the Resident to communicate a need from their room, bathroom and bathing area.RESPONSIBILITY: Winning Wheels, Inc. staffPROCEDURE:1. Resident rooms, bathrooms and shower areas are equipped with a call light system.
2. The facility uses a pager system to notify staff of call lights being used by Residents.
3. There is also a visual display screen that indicates which call light is activated.
4. The facility also recognizes the individual needs of Residents and provides alternatives like the soft touch call light pads to those who need them.
5. The facility maintains that call lights are acknowledged and assistance provided in a timely manner.
6. The facility encourages that staff members can acknowledge a call light and provide assistance, if appropriate.
7. Answer light promptly.
8. Be courteous when entering room. Ask Resident, "May I help you?"
9. Turn off call light.
10. Listen to Resident's request. Do not make them feel that you are too busy to assist them.
11. Respond to their request. If item is not available or request is questionable, get assistance from the charge nurse. Return to Resident promptly with reply.
12. Offer further services before leaving Resident's room.
13. If call light is defective, report to maintenance.
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| Approved: | Effective Date: 8/26/09 | Revision Date: 12/15; 3/17 | Change No.: | Page: 1 of 1 |