

- Handles emergency calls. For residents who are forgetful about carrying their emergency call pendant (or simply don't want to) they now have a way to raise an internal emergency call by the press of one button. Of course, they can still just call 911. But if you have first responders on site, which many of the large independent living communities do, they can get the first call.
- Allows residents to check-in. So, if a resident is supposed to check in every day and he or she does not do so, the staff would know to check on them.
- Allows residents to send direct messages to the individual who can best serve their needs. This involves an easy to navigate screen with large print for those with vision challenges. A simple tap will connect them. Then they can leave a message.
- Allows staff to receive these calls and messages on the Vigil Mobile app on their phones so that they can respond accordingly, wherever they might be.
- Tracks and logs a record of each request. This is useful for reporting purposes and to make sure no request goes unnoticed.

The good news is that all this is coming soon to users of their Vigil Cloud, Jacquie tells me.

What I like about Vigil Connect is that it allows communities to kick their services up to a higher level. And, as Jacquie points out, it demonstrates to residents and family members that they care enough to invest in the latest technology. And it won't bust the budget. "We know our customers want to keep up with the times and this will be an effective way to add services at minimal cost," Jacquie says.

"Allowing residents to communicate directly with staff through apps puts us one step closer to eliminating some of the capital costs associated with call systems," Jacquie adds. But, before you start doing cartwheels, a couple things to note. As with any smartphone technology, a lot will still depend on the reliability of your community's WiFi and availability of cell phone coverage. And with all new tech, the regulations often take a while to adapt. So, replacing your emergency call system with an app may not be next year's project. But Vigil will be ready when you are!

"Today's residents, especially in independent living, are driving a new level of innovation that is really exciting," she says. "Steven and our development team depend on our interactions with users to challenge us and help drive us to the next level. It's that collaboration that we feel helps us build better solutions." And, I might add, ones that they "really want".



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