



# SARA Increases Resident Awareness and Activity



## Benefits of Automated Voice Reminders

- Deliver a friendly, recognizable voice reminder to interested residents
- Increase resident participation in scheduled activities and events
- Enable staff members to communicate more efficiently
- Boost resident morale by encouraging a more active lifestyle
- Leverage existing staff to quickly and easily create reminders
- Attract new residents with state-of-the-art communication technology

Every senior housing facility is challenged with creating activities that are appropriate and interesting to its resident community. When activities such as painting, ceramics, dance or exercise classes, seminars or day trips are planned and scheduled, residents must be made aware of them by multiple communication methods. Bulletin boards and newsletters are a means to promote activities, but many facilities don't find written communication to be the most effective or efficient way to notify and remind residents of activities and events.

What if you could have a clear, friendly voice call certain residents to remind them of the time and location of the exercise class they signed up to take? Or if that same voice could remind members of the Resident Life Committee about their upcoming meeting? Would quickly and automatically notifying all residents via phone of a tornado warning in the area, help increase safety?

*"Hello. This is a message from your Activities Director. Please join us for a special dinner honoring our nursing staff this evening at 6:00pm in the dining room. We look forward to seeing you there."*

## Enabling Broadcast Communication

Activities directors are in need of a simple but effective communication method to help residents to become aware of the events that most interest them. Providing a means of communicating activities and events, for example with an automated phone reminder, will help boost resident mobility and satisfaction.

Alerts for community events, scheduled activities, bus departure and medicine reminders can be scheduled and automatically sent via phone to designated residents and/or staff members.

The technology uses a "text-to-voice" capability which is integrated with the phone system. Regularly scheduled, recurring events can be entered into the system, or "Quick Messages" can be created. Quick Messages are an effective tool for last minute schedule changes or safety related information, such as inclement weather.

## Increasing Staff Efficiency

Simply put, whatever message the user, for example an Activities Director, types into the Situational Awareness Response Assistant (SARA) system is then clearly voiced to the resident on the other end of the phone. Community personnel can easily update information and schedule or create alerts on-demand. Alerts and reminders can also be in text form and sent via email in much the same way.

The system was designed to help community personnel to be more efficient in their daily jobs. The residents can be grouped logically, and then sorted quickly. Changes and updates to the system can be made very easily.

## The Voice of SARA

When a resident receives a reminder, the unique voice of SARA is what they hear when answering the phone or checking their messages. This is made possible by simply typing any text into the system, and then that exact message is delivered by SARA's voice over the phone.

Many communities that have implemented this technology recount that a large majority of their residents are asking each other, "Did SARA call you about the exercise class this afternoon or about the special dinner tonight?" An Activities Director in Charlotte, North Carolina, states, "Our residents really enjoy getting a call from SARA, and being reminded about the activities that interest them most."



Creating complete peace of mind by reading, hearing and seeing what's going on in your community regarding safety, security, environmental issues and resident activities.



## About ResponseTECH and Status Solutions

ResponseTECH is a system integrator and provider of vertical market solutions to the senior housing, education and government markets. ResponseTECH is an Authorized distributor for Status Solutions and the SARA system which provides heightened awareness to these markets and their distinct requirements.

Status Solutions accomplishes this through an established and expanding library of integrations to existing systems, as well as its own monitoring and alerting capabilities. Call ResponseTECH to schedule a demo or to get more information on SARA and other senior housing solutions we provide!

**ResponseTECH**  
6219 Executive Blvd.  
Rockville, MD 20852  
301-850-4620  
[www.responsetech.us](http://www.responsetech.us)

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