



Ascom Provides Assisted-Living Community With Game-Changing teleCARE Solution

The Haven at Windermere replaced its outdated emergency call system to improve resident care, increase staff efficiency and adhere to the owner's goal of a warm, family-like environment that makes everyone feel at home.

Ascom Outcomes

- Improved, more immediate resident care.
- Residents feel safer and more satisfied with the quick audio response via phones.
- Reliable resident locators, even in high-rise section of the community.
- More residents wear their stylish mobile pendants and wristbands.
- Workflow improvements for clinical care teams.

The Haven at Windermere

The Haven at Windermere is a privately-owned assisted living center located in Baton Rouge, Louisiana with capacity for 180 residents. The center, founded in 1999, has roughly eighty employees. The staff knows and greets every resident by name and prides itself on offering a warm, friendly atmosphere. One of their mottoes is, "when you live at The Haven, we want you to be happy." The staff truly understand how important it is for residents' families to enjoy the peace of mind that their loved one is cared for exceptionally well.

Maintaining their outstanding reputation for resident care was one of the primary drivers for why The Haven at Windermere decided to upgrade its outdated emergency call system with Ascom. As the elderly care market continues to grow and increase in competitiveness, The Haven's management understands that leveraging the latest technology to keep residents safer is key when marketing their community.



“We had an old system that was just outdated and didn’t work anymore.”

– Denise Ortego, The Haven Executive Director

The Challenge

Remember when pagers were all the rage? As good as they were back in the day, they just don’t make the grade when it comes to day-to-day operations between staff and residents at The Haven at Windermere. “The staff had pagers and when a resident pushed their button, or wandered, the pager was supposed to go off. Unfortunately, that didn’t always happen,” says Denise Ortego, the Executive Director at The Haven at Windermere.

She adds, “If the resident had an emergency due to a fall, or needed us for any reason, sometimes the pagers didn’t work and the staff would have no idea.” That’s why the staff at the assisted living center decided the time had clearly come to make a change, and fast. “We needed a new emergency call system immediately,” says Ortego.

The Solution

The need to improve the emergency call system was obvious, but the solution wasn’t as easy as turning to an existing solution in a box. “We really didn’t have a product from any manufacturer at that time to sell to the assisted living center,” says Ronnie Juneau, President of Executone of Louisiana. He says, “When the existing nurse call system we had installed was discontinued, we approached The Haven’s upper management and explained that we needed to look at other options, and began working with them to design a new system for their community.”

Executone of Louisiana, along with Ascom, a global healthcare ICT provider with comprehensive know-how in healthcare workflows and telecommunications, worked together to implement the leading edge Ascom teleCARE IP® emergency call system at The Haven – the first of its kind deployed in North America.

Installing a new cutting edge system could come with significant challenges, but Charles Lieux, Construction Manager at Executone, says things couldn’t have gone better, thanks to the approach and expertise provided by the engineers at Ascom.

“We had to go in and re-cable a lot of areas for audio, but from start to finish everything went as planned,” Lieux says. “We had a great technical staff that worked seamlessly with the engineers at Ascom and they helped us work through all the problems.” Lieux adds, “The customer support we received from Ascom when they sent in technical staff to help our guys, and the training that we received from them was just phenomenal.”

Julia Greer, RN, a Clinical Application Specialist at Ascom, explains why Ascom’s approach is so unique in the marketplace. She says, “We spend time doing pre-consultation work to gather that information, and then I work with the actual implementation engineer so that they can design an ideal solution to reach their goals.”



“We use our nursing background and ask our clients questions about what they want from the system – what are their goals and objectives to help them do their jobs better?”

– Julia Greer, RN & Ascom Clinical Application Specialist

Through discussions with the staff at The Haven about their daily routines, most common activities and frequent request times and types from the residents, Ascom’s Clinical Application Specialist worked with Executone to ensure that the solution incorporated the elements of the teleCARE system most beneficial to them.



“What made this project such a tremendous success was relationships, and great collaboration between my team, the Haven staff and Ascom.”

– Ronnie Juneau, Executive of Louisiana President

Likewise, in speaking with the residents of The Haven, it became apparent that their biggest desire was for independence, but with the security in knowing help is only a button press away. The residents like the ability to talk with caregivers via phone using the speech module, as it is comforting to know someone is on the way. A reassuring voice means the resident doesn't wait and wonder if their needs will be handled.

The Results

The results of the implementation are literally life changing for the residents and staff at Windermere. “teleCARE IP is the industry leader in safety features for wireless call and wander management,” says, Jack Sheehan, Director of Business Development for Ascom. He says, “Typically on a campus like this, a resident will push a button and basically they're on hold for 3-to-5 minutes until a staff member arrives. With teleCARE, they've totally eliminated that problem and in the process they've increased the efficiency of the staff member, not to mention eased the minds of residents and their families in the process. Now, when residents push a button, that call appears on the caregiver's phone in 3 to 4 seconds and help is immediately on the way.”

The fact that caregivers are now able to actually talk live to residents is an enormous upgrade. Thanks to the new hand held phones, The Haven's staff can now discern whether a call is a real emergency or if a resident simply just needs to talk with someone. That's key when it comes to prioritizing emergency calls.

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The teleCARE system also provides a variety of other benefits. If a resident contacts a caregiver and that person is busy, the caregiver can simply press a button and have another employee assist immediately, significantly improving response times. If residents with dementia or Alzheimer's wander within the community, anytime they pass an outside door, the system automatically raises an alarm to staff. The staff can then pinpoint exactly what door they are near and come to their aid.

Rosalyn's Dick Tracy Watch

The ultimate benefit is spelled out very clearly by Rosalyn Cordell, a resident at The Haven at Windermere. Rosalyn was only five days into her stay at the community when she fell and broke her shoulder walking down the hall. Thanks to this new technology, she got the help she needed without hesitation. Rosalyn adds, “I now call this place the Heaven instead of the Haven.



“I had this little band around my wrist that I jokingly called the ‘Dick Tracy’ watch, but when I pushed the button, help was there immediately!”

– Rosalyn Cordell, Resident at the Haven



This place is so comfortable and so wonderful, and it just makes me feel so much safer knowing that I have this technology available to me.” The teleCARE IP emergency call system is now also installed at additional assisted-living facilities in Texas, Maine, California and Illinois and is available throughout North America.

How Can Ascom Help Your Community?

For more information on how an Ascom solution can improve care at your long term care community, call 877-71ASC0M.

Video Edition

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