



No Pass Zone

Protocol for Non-Clinical Staff to Answer Call Lights Safely

When answering a call light:

Gel in (hand hygiene) and knock before entering.

Greet the resident and introduce yourself by name.

Say, “I see your call light is on. How can I help you?”

YES, YOU CAN

Non-clinical staff CAN:

- Provide comfort items (blankets, tissues, towels).
- Adjust TV, radio, blinds, or lighting.
- Place personal items (phone, charger, table, trash can) within reach.
- Move an existing water pitcher that already contains water closer to the resident and/or pour the water if asked.
- If the request is outside your role:
 - Say, “Let me find someone to help you.”
 - Do not turn off the call light until the request is addressed.

NO, YOU CAN'T

Non-clinical staff must NOT:

- Explain diagnoses, treatments, or care plans.
- Manage intravenous lines (IVs), oxygen, or medical equipment.
- Physically move, lift, or reposition a resident.
- Raise, lower, or adjust beds or side rails.
- Open or close doors to rooms with isolation precautions or restricted access.
- Give food, drink, or medications.
- Remove meal trays or water pitchers.

If the request involves safety, health, or mobility, notify the nursing staff immediately.

Before leaving:

Ask, “Is there anything else I can assist you with?”

Make sure the resident’s call light is in reach.

Turn off the call light if the request was addressed.

Gel out (hand hygiene).