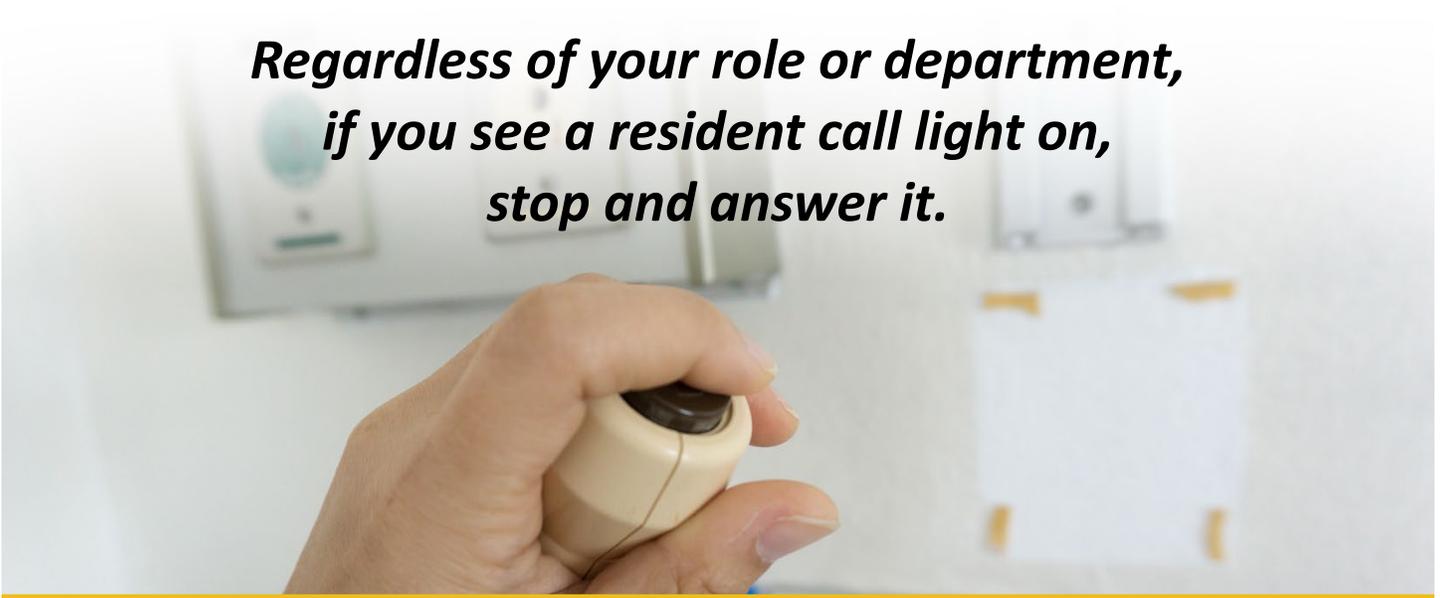




# No Pass Zone

**ALL** staff, **ALL** call lights, **ALL** the time.

*Regardless of your role or department,  
if you see a resident call light on,  
stop and answer it.*



## Why This Matters?

Improves  
resident safety

Reduces falls  
and injuries

Improves  
customer service

Strengthens  
teamwork

## What This Means for Staff:

### We Work as a Team

Every staff member is responsible for responding to call lights.

### Nearest Staff Respond

The nearest staff member answers the call light, no matter his or her job.

### We Help or Hand Off

Help the resident or get the right person to help.

**Teamwork keeps residents safe.**