



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.