

Who is expected to answer call lights?
All employees!

Learning Objectives

1. Demonstrate the proper use of the call light system.

2. Demonstrate how to use the call light.

3. If you are unable to demonstrate your ability to use the call light, you will be required to demonstrate your ability to use the call light to the nurse supervisor.

4. Ensure the call light is plugged in at all times.

5. When the resident is in bed or confined to a chair, the call light is within easy reach.

6. Some residents may not be capable of using the call light. Notify the nurse supervisor on these residents frequently.

Opening Procedure Actions:

- ❖ Wash hands.
- ❖ Gather supplies.
- ❖ Knock on door.
- ❖ Introduce self and identify resident by checking identification band.
- ❖ Explain procedure and ask for permission to perform skill.
- ❖ Provide privacy.

Closing Procedure Actions:

- ❖ Position resident comfortably and in correct body alignment.
- ❖ Return bed to lowest position.
- ❖ Raise side rails.
- ❖ Place call light within reach.
- ❖ Open privacy curtains.
- ❖ Say goodbye.
- ❖ Wash hands.
- ❖ Report and record.

CALL LIGHT EXPECTATIONS

Who is expected to answer call lights?

All employees!

General Guidelines:

1. Explain the proper use of the call light system to new residents.
2. Demonstrate how to use the call light.
3. Have the resident demonstrate their ability to use the system.
4. Ensure the call light is plugged in at all times.
5. When the resident is in bed or confined to a chair be sure the call light is within easy reach.
6. Some residents may not be capable of using the call light. Check on these residents frequently.
7. Report all defective call lights to the nurse supervisor immediately.

Responding to Call Lights:

1. Answer a resident's call light promptly.
2. When responding to multiple call lights you must inquire as to the nature of the calls and then prioritize. If more than one is time sensitive then seek assistance.
3. Always be courteous when responding to a call light.
4. Identify yourself to the resident and call the resident by his/her name. (e.g. "Hello Mr. Smith, this is Ms. Jones. How may I help you?")
5. Turn off the call light.
6. Listen to the resident's request.
7. Do what the resident asks of you, if permitted. Notify the nurse supervisor if you are uncertain as to whether a request can be fulfilled, or if you are not able.
8. If you have told the resident you will return with an item or information, do so promptly.
9. If you need assistance responding to a call light request, reactivate the call light to summon additional help.