

WELCOME TO

The Betty Chronicles

THE VOICE OF AGING IN AMERICA

WHERE CARE MEETS COMMUNICATION: THE FUTURE OF NURSE CALL SYSTEMS

Senior living is evolving—and the expectations placed on communities have never been higher. In this environment, the strength of a community is no longer defined by care alone, but by how well its systems support communication, response, safety, and daily operations. The communities that thrive are the ones that move from reactive fixes to proactive, integrated planning.

When something goes wrong, the response is immediate: call support. And in high-stakes environments, that response matters. At ELDR, support is structured to deliver exactly that—one point of contact, clear communication, and a defined response time. Calls are answered quickly, issues are assessed, and a technician is scheduled on-site within 24 hours or less. It's a model built to restore systems and minimize disruption when it matters most.

But true service goes beyond responding to problems.

Not every issue is a support issue. Some challenges begin with the product itself:

- A nurse call system approaching end of life
- Technology that no longer supports staff workflows
- Security systems operating independently instead of together
- Communication tools that no longer meet the pace of care delivery
- Limited functionality creating workarounds instead of efficiency

That's where ELDR's service approach becomes different. We don't just support systems—we support the operational environment behind them.

Our teams service and support the core technologies senior living communities rely on every day, including nurse call systems, staff communication platforms, camera systems, access control, entrance systems, and wander management solutions. Because we work across these environments daily, our conversations with communities go beyond troubleshooting. We help identify where systems are creating inefficiencies, where integrations are missing, and where modernization can improve response, safety, and staff workflows.

Support restores operations. Service strengthens them.

And in today's senior living environment, communities need both.

Dale's Don't Dos:

Dale's Don't Do: Don't Let an Outdated Entry System Be the Weakest Link

We've been having a lot of conversations lately with senior housing communities that are still relying on dial-up front entry systems—and many don't realize how much those systems are holding them back. If that sounds familiar, you're not alone.

For years, dial-up entry systems were the standard. They provided a simple way to manage visitor access and communicate with residents. But technology has changed, and the infrastructure those systems depend on is becoming increasingly outdated.

What often gets overlooked is this:

A front entry system is only as reliable as the technology behind it. When a system relies on aging phone lines and legacy hardware, issues can start to surface—missed calls, poor audio quality, delayed responses, and limited visibility into who is entering the building. And because many of these systems have been in place for so long, those limitations can feel normal.

But they don't have to be.

Modern entry solutions are designed differently. They use secure cellular or IP-based communication, provide real-time activity tracking, and allow staff to manage access remotely. They give communities greater visibility, more control, and a more reliable experience for everyone involved.

This isn't about chasing the latest technology.

It's about making sure your community has tools that support safety, efficiency, and the expectations of today's residents and families.

So here's our perspective:

Don't let an outdated entry system become a hidden risk.

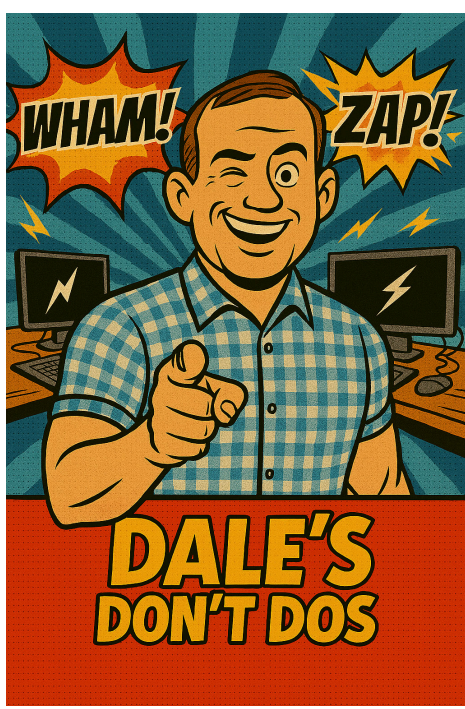
If your front entry technology still depends on dial-up infrastructure, it may be worth taking a closer look at what a modern solution could provide.

Because upgrading isn't just about replacing old hardware.

It's about creating a safer, more connected experience for residents, staff, visitors, and families.

And if you're wondering whether your current system is still serving your community the way it should, we're happy to help you evaluate your options—no pressure, just honest insight into what makes the most sense for your environment.

Because at the end of the day, peace of mind starts at the front door.



Employee Spotlight!

Meet Kyle Kriemer!

Meet Kyle. Kyle brings a strong aptitude for technology and a passion for troubleshooting, making him a natural fit for supporting our communities and clients. While his connection to the senior living industry came about somewhat by happenstance, he quickly found a passion for the meaningful work and relationships within the space.

Before joining ELDR, Kyle worked with a company that was in the process of downsizing. Through previous installation projects, he had the opportunity to build strong relationships with Dale and the ELDR team, making the transition to ELDR an exciting next step in his career. Outside of work, Kyle enjoys cooking and loves reading cookbooks to discover new recipes and techniques to try. His curiosity, creativity, and problem-solving mindset make him a valuable addition to the team. We're excited to have Kyle on board and look forward to the impact he'll make as he grows with ELDR!



ELDR On Social Media

Here at ELDR we are working on growing our social media presence. Be sure to follow us on LinkedIn and soon to be Facebook. This is where you will find code updates, what we have going on, and so much more!



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