

WELCOME TO

The Betty Chronicles

THE VOICE OF AGING IN AMERICA

WHERE CARE MEETS SECURITY: THE FUTURE OF MEMORY CARE

Memory care is changing—and the expectations placed on communities have never been higher. In this environment, the health of a memory care community is no longer defined by care alone, but by how well its systems support safety, response, and compliance. The communities that thrive are the ones that move from reactive fixes to proactive, integrated planning.

At the same time, regulatory oversight is increasing. In Minnesota, updates like Building Code 1305.1010 Subp. 4 now require secured memory care units to have a clearly identifiable evacuation button to release door locks during an emergency. It's a simple change—but one that underscores a bigger reality: safety systems must work instantly when it matters most. Communities without the right infrastructure risk delays, confusion, and compliance gaps that can impact both resident safety and operational confidence.



Technology plays a critical role in closing those gaps. Whether it's evacuation buttons, lockdown capabilities, or staff summoning systems, the goal is the same—give teams a fast, reliable way to act in an emergency. One of the most common questions we hear is whether lockdown should be a physical button or software based. The answer is either, or both. What matters is that the system is intuitive, dependable, and designed to support staff in high-pressure moments without adding complexity.

When these systems are connected, the impact goes beyond compliance. Staff feel more confident because tools work the way they should. Leadership gains visibility through clear reporting and audit trails. And families gain peace of mind knowing their loved ones are in a community that prioritizes both safety and dignity. Preparedness isn't just about meeting code—it's about creating an environment where everyone feels secure.

That's the future of healthy memory care: compliant, prepared, and secured by being supported by technology that works when it's needed most.



Dale's Don't Dos: When Systems Go Down... Don't Go Rogue!

WHAM! The Screen goes dark!

ZAP! Something isn't working right.

When systems suddenly go down, it can feel like the right move is to start clicking buttons, unplugging things, or trying to "fix it fast." But there's one simple rule to remember:

Dale's Don't Do:

Don't start changing settings or troubleshooting systems you're not familiar with.

We know the instinct is to jump in and help — and that's appreciated — but sometimes the quickest way back online is actually to pause and call support first.

Dale's Do Instead:

Pick up the phone and call the support line so one of our technicians can help.

Our support team can:

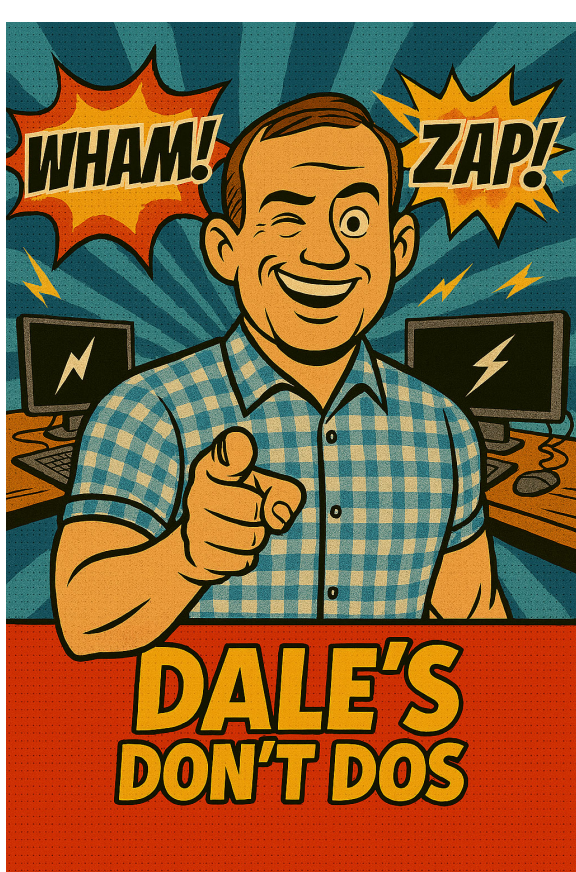
- Walk you step-by-step through the situation
- Help safely restore system functions
- Determine if the issue can be solved remotely
- Decide whether an onsite service visit is necessary

This approach keeps systems secure, prevents accidental configuration changes, and helps get everything back up and running faster and safer.

Remember the Dale Rule:

When systems go WHAM or ZAP, don't panic and don't guess. Call support and let a technician guide the process.

It's the smartest, safest way to get things fixed — and exactly how Dale would do it.



Employee Spotlight

Meet KC, the newest member of our Technical Operations team!

KC has always had an affinity for technology, which led him to pursue a career in the field. He was also drawn to ELDR because of the work the company is doing to better the lives of the senior living industry, and that is something he's excited to be a part of.

Outside of work, KC enjoys a great mix of activities. Whether it's playing basketball, fishing, diving into a game of chess, or getting creative with origami, he's always keeping busy.

Fun fact: his full name, Kelechi, means "we give thanks to God," and KC is the short and simple version he goes by.

We're happy to have KC on the team—be sure to give him a warm welcome!



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!



24/7 Support

Call: 651-252-2120
Email: support@eldresg.com

[Contact Support](#)

You are receiving this email as you signed up for our newsletters.

Want to change how you receive these emails?

You can [Unsubscribe](#) or [Update your preferences](#)