

WELCOME TO

# The Betty Chronicles

THE VOICE OF AGING IN AMERICA

## WHEN SYSTEMS FAIL: IS IT THE PRODUCT OR THE SUPPORT?

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, 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 not every issue is a support problem.

Some begin with the product itself.

A system that's nearing end of life.

Technology that no longer aligns with staff workflows.

Limited functionality that creates workarounds instead of efficiency.

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## WHY ELDR BELONGS AT THE TABLE DURING CONSTRUCTION

Senior living communities aren't just structures, they're ecosystems. Behind the walls, a complex network of low-voltage systems powers everything from security and communication to resident care and user experience. Access control, video surveillance, nurse call, Wi-Fi, audiovisual, and life-safety technologies are no longer peripheral; they are essential to how a community functions every day.

Yet too often, these systems are treated as an afterthought.

When low voltage is folded into the traditional electrical scope, the focus tends to be simple: get it installed. But today's buildings demand more than installation, they demand integration. Electrical contractors bring critical expertise in power distribution and code compliance, but designing a cohesive, intelligent system requires a different lens.

That's where ELDR comes in.

Bringing ELDR into the process early transforms low voltage from a checklist item into a strategic advantage. During design, ELDR ensures systems aren't just present, but that they work together. This proactive approach reduces change orders, closes scope gaps, and prevents costly rework that often surfaces when coordination happens too late.

Early involvement also changes the dynamic across the entire project team. When ELDR collaborates alongside architects, engineers, IT leaders, and facility stakeholders from the start, technology decisions align with operational goals. Not just construction timelines. Instead of fragmented systems installed by multiple vendors, the result is a unified platform. Where every system communicates seamlessly.

The impact is immediate and lasting: greater reliability, simpler management, and a more intuitive experience for the people who rely on the building every day.

Ultimately, involving ELDR during construction reframes low-voltage systems from a commodity to a cornerstone. It's the difference between a building that merely functions and one that performs.

### Dale's Don't Do:

We've been having a lot of conversations lately with teams who were told they had "modernized" their nurse call system—only to find things still aren't working the way they expected.

If that sounds familiar, you're not alone.

Many organizations are being introduced to nurse call "overlays" as a faster, more affordable path to improvement. On the surface, they can look like a big step forward—new interfaces, added features, and promises of better workflows without a full system replacement.

But here's what often gets missed in those conversations:

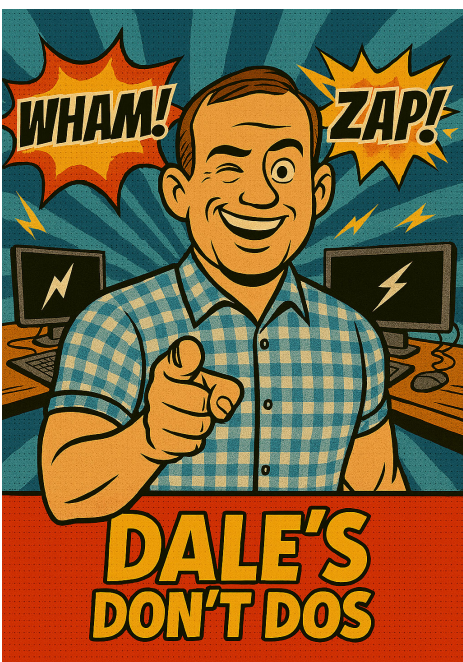
An overlay doesn't replace the underlying system—it relies on it.

So if the core nurse call platform is aging, limited, or struggling to keep up, those challenges don't go away. They're just sitting behind a newer layer of software. And when issues arise, it can become more complicated to pinpoint where the problem actually lives.

That disconnect can be frustrating—especially when expectations were set differently.

This isn't about placing blame. It's about clarity.

Healthcare teams deserve systems that truly support them—systems that are reliable, responsive, and built for the way care is delivered



today. And while overlays can play a role in certain strategies, they aren't the same as a fully modernized foundation.

So here's our perspective:

**Don't mistake an overlay for a complete solution.**

If something still feels off after an “upgrade,” it's worth taking a closer look at what's underneath.

And if you're in that position, we're here to help you sort through it—no pressure, just honest insight into what will actually move the needle for your team.

Because at the end of the day, you deserve technology that works the way you were told it would.

## Employee Spotlight!

### Meet Nick S. ELDR's IT Security Installations & Systems Lead

Please join us in recognizing Nick as part of the ELDR team! With a passion for technology and problem-solving, Nick enjoys working with computers and designing and configuring complex systems. Prior to joining ELDR, he had the opportunity to collaborate with the team on several projects and always appreciated the people, culture, and wide range of services ELDR provides.

His enthusiasm for innovation and teamwork makes him a valued part of the ELDR team, and we're grateful for the experience and energy he brings every day. Outside of work, Nick is a lifelong hockey fan who has loved both playing and watching the sport since the age of four. He's also a dedicated supporter of the Minnesota Wild and UMD Bulldogs.



### CERTIFIED!

The systems you rely on should be backed by the right expertise. We're proud to be certified with Arial and WanderGuard BLUE systems. Delivering stronger support, deeper knowledge, and greater confidence in the technology protecting your residents. In senior housing, it's not just about having the right systems; it's about having the right team behind them. At ELDR, we're committed to supporting both, so you can focus on what matters most: your residents.

### 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

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