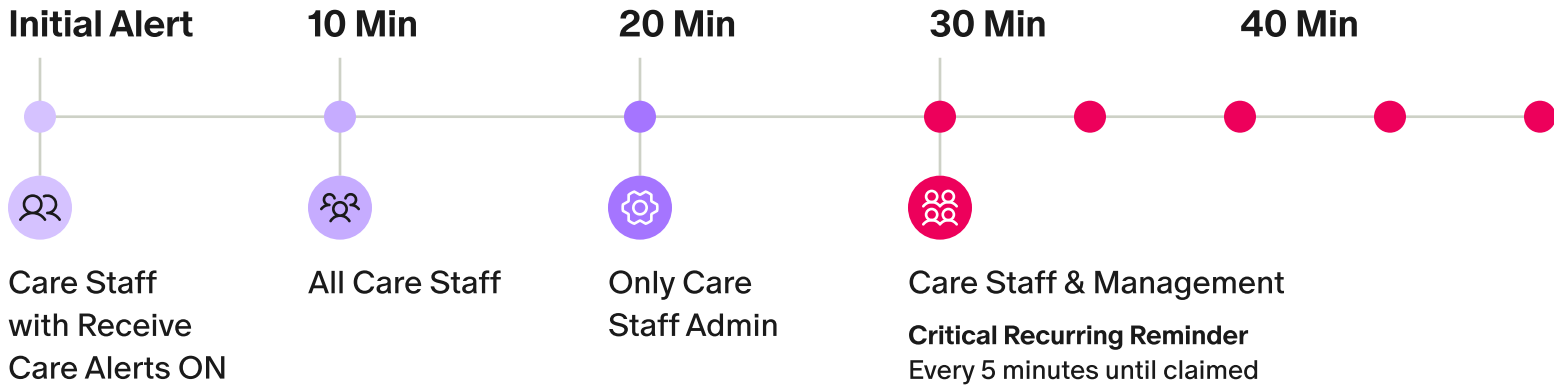


# Alert Notification Policy

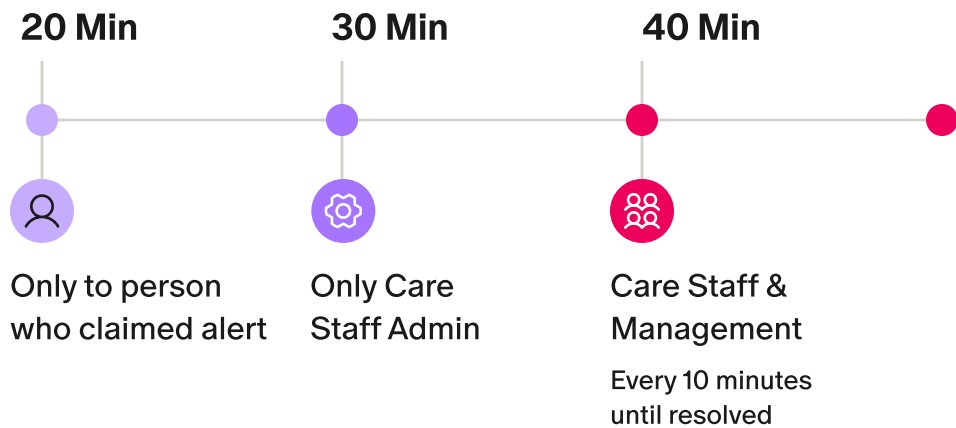


Escalations ensure notifications will not stop until an alert is resolved. Learn who gets notified and at what point when a pendant or button is pressed.

## UNCLAIMED



## CLAIMED, BUT NOT RESOLVED



## Who is notified if the intended recipient is not available?

ie. If a 20 minute notification goes off, but there are no Care Staff Admins on shift.

### First **Zone**

If the assigned staff aren't on shift, then **all staff in the resident's care zone** are notified.

### Next **Shift**

If no one is on shift in the resident's care zone, then **all on-shift staff** are notified.

### Last **Manager**

If no staff are on shift in Sage when a resident needs assistance, then **Managers who opt into the Notification Backup\*** are notified.

\*Managers can opt in via their profile in the care app.