Meet CMS Requirements
During a natural, man-made or facility-based disaster facilities are expected to include in its emergency plan a method for contacting off-duty staff during an emergency and procedures to address other contingencies in the event staff are not able to report to duty. This may include, but are not limited to, utilizing volunteers, staff from other facilities and state or federally-designated health professionals.

Effective Communication Incorporates All Methods

- **Phone calls** get attention but are easy to tune out if used for regular updates and get avoided. **Best used for** emergencies and major notifications.

- **Text Messages** are attention grabbing and highly read but they are high in volume and are limited with the amount of information that can be sent. **Best used for** updates, schedule changes, emergencies and major notifications.

- **Emails** are easy to share a lot of information but easily filtered. **Best used for** engaging readers, newsletters, information and updates.

- **Visual/Digital Signs** are attention grabbing and impactful but you have to be there. **Best used for** activity, dining, events, updates and major notifications.

Multiple Contact Methods
With the support of multiple communication methods for each contact (staff, volunteers, contractors, family, etc.) the Resident Communicator helps clients meet the CMS requirement of establishing a primary and alternate means of communication.

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