

Customer Success Story



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SITUATION:

Nestled within the rolling hills and pastures of Fearington Village just outside Chapel Hill, North Carolina is the beautiful and serene senior living community of Galloway Ridge. Established in 2005, Galloway Ridge is a non-profit continuing care retirement community (CCRC) providing independent and assisted living, skilled nursing, and memory care to more than 415 residents. The community takes a comprehensive approach to senior living that focuses on health and wellness.

Galloway Ridge offers residents a broad range of services and amenities as well as housing options to suit any life style. With its retirement villas, residents can choose from five floor plans with sizes ranging from 1,500 to 3,000 sq. ft. and features that include a patio and two-car garage. The retirement apartments offer 21 floor plans with smaller scale living spaces than the villas. With either the villa or apartment, residents can expect top-notch services and amenities that include a performing arts center, scheduled transportation, wellness center, multiple dining facilities, library, media center, and walking/biking trails.



Electronic Locking System Enhances Security and Provides New Amenity.

SOLUTION:

Phase I construction of the retirement villas and apartments commenced over seven years ago; however, Galloway Ridge's overall design plan included a Phase II that proposed the addition and renovation of units. Phase II was also the point when management decided to source and implement a new locking system for its housing units. The expectation was that an access control system with more advanced technology than their current system would resolve some key control and security issues.

It was at the 2009 American Association of Homes and Services for the Aging Annual Meeting and Exposition (now known as Leading Age) that Galloway Ridge representatives discovered the Kaba RezShield™ Access Control system. "As Phase II was underway with the addition of 66 units, we realized that it was an appropriate time to reassess our current access control system," states Jared Cargill, facility maintenance specialist.

"In keeping with our core philosophy, we wanted to provide unparalleled safety and security for our residents as well as gain cutting edge key control and audit trail capabilities for our staff. Impressed by RezShield's features and benefits required for senior applications, Cargill and others felt RezShield offered an upgrade to their current access control and locking system and would yield a quick return on investment.

After learning more about RezShield, Galloway Ridge representatives were particularly impressed with its audit trail capability, potential maintenance cost reductions, and credential options as well as the convenience it offered residents. The system seemed like a perfect match for Galloway Ridge; however, Galloway Ridge and Kaba had to overcome one very big hurdle. The RezShield system needed to interface with Galloway Ridge's existing perimeter door system.



Retirement villas offer residents five floor plans with sizes ranging from 1,500 to 3,000 sq. ft. and features that include a patio and two-car garage.



79 Lock Series feature ADA-compliant levers, one-inch solid metal deadbolt for added protection, and multiple locking options.

The system functions without keys and features a sealed sensor that operates the lock when activated by a keycard, FOB, or wristband.

With diligent work by Tom Stapleton, Mayo Associates (a Kaba manufacturers' representative) and Dale Mathias, vice president, Kaba multihousing sales, they found Martin Architectural to handle the integration. "Finding the right distributor to work through the integration of RezShield with the existing Keri perimeter door system was going to be key," notes Stapleton. "With Martin Architectural's extensive knowledge and experience, we were confident that we had found an exemplary source to perform the integration."

Galloway Ridge selected the RezShield system, not only for the new construction of Phase II, but renovation of the doors from Phase I, for a total of 429 doors. The first phase of the installation began in April 2011 and less than a year later, Galloway Ridge implemented the new locking system as part of Phase II construction.

The RezShield system combines .NET, web-based software and Kaba 79 Series RFID contactless electronic locks for a complete wireless access control solution. The system functions without keys and features a sealed sensor that operates the lock when activated by a keycard, FOB, or wristband. Users can program both the lock and credential to lock and unlock specific doors. The system also enables management to program vendor credentials with limited access control privileges, ensu-

ring that vendors can only access areas during prescribed time parameters; thus maximizing residents' safety and security. Management and staff can easily delete a user and reprogram credentials at the touch of a few strokes on the keyboard. No longer are the services and labor of a locksmith required to perform these duties. "We're happy to see our expertise and field experiences that we acquired from years of customer feedback translate into products that truly enrich lives," states Mathias.

IMPACT:

When a resident moves into Galloway Ridge, Cargill provides a briefing to familiarize them with the system and review RezShield's features and benefits. Cargill notes, "I do an orientation with every new resident, and it seems to almost bring tears to their eyes as they realize how much we're doing to keep them safe." In addition, Cargill gives training to all newly hired staff members, making them aware up front that the audit trail captures all door transactions.

Cargill notes, "Residents have adjusted well to the system, and it is now second nature to them. It's not just the residents but also their family members who are grateful to us for upgrading to such an easy-to-use lock." Residents with limited mobility and dexterity no longer have to struggle with inserting a metal

Residents expressed that they enjoy the level of safety and security that Galloway Ridge provides with the RezShield System.

key into a mechanical keyhole. Instead, they merely present their key fob in front of the fully sealed, tamper-resistant RFID reader to lock and unlock their door. An LED light flashes green when the door unlocks and flashes red when the door locks.

According to Cargill, "A feature that was found especially compelling by our team was the system's ability to program "custom" access for the staff. For example, staff can override the deadbolt in a resident unit, should an emergency occur. Alternatively, staff credentials can be programmed with access to the property only during their shifts, after which the credentials will not work." Another advantage of the electronic locking system is the ability to program a new key quickly and immediately "turn off" an old key in a lost key situation without having to visit the residence. Cargill went on to say, "The RezShield 79 Lock is a very attractive choice because we no longer have the nightmare of maintaining and/or going to a key cabinet. And, because of a company policy, we had to rekey the entire building periodically, but with the fobs—we eliminate that."

Pat Richardson, director of community relations, states, "Residents expressed that they enjoy the level of safety and security that Galloway Ridge provides with the RezShield system. In addition, when comparing Galloway Ridge to other communities, they revere Galloway Ridge because of management's dedication to innovation and state-of-the-art amenities—adding that the Kaba locking system amenity was an important factor for choosing Galloway Ridge as a place to call home."

The town of Pittsboro, where Galloway Ridge is located, has recently initiated a program to get the city certified by the Retire NC Program. Once approved, the North Carolina Department of Commerce will highlight and promote Pittsboro as a desirable place to retire. With assets such as mild climate, scenic beauty, top quality medical services, cultural opportunities, and low cost of living, Pittsboro is already a major attraction for new incoming residents. Having a community such as Galloway Ridge within its boundaries, Pittsboro will be home for many seniors to enjoy throughout their retirement years.

ABOUT CRSA

Co-Operative Retirement Services of America, Inc. (CRSA, a Life Care Services Company) of Memphis, Tennessee oversees the day-to-day management of Galloway Ridge. CRSA provides a full range of professional services that develop market, manage, and finance retirement communities for investors, owners, and sponsors committed to providing a quality lifestyle for senior adults. CRSA's expertise represents more than 200 years of collective, hands-on experience with over 28,000 residents in nearly 100 senior communities throughout 27 states.

ABOUT KABA ACCESS AND DATA SYSTEMS

Kaba Access and Data Systems—Americas offers comprehensive solutions for security at access points to buildings, containers, as well as for recording personal and enterprise data. Kaba's products utilize the latest technologies including remote access, biometrics, wireless, and GPS. Our brands include Kaba®, LA GARD, Simplex®, E-Plex®, and e-DATA.

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