

ADMINISTRATOR GUIDE

S.A.V.E.S PROJECT · SAFETY · AWARENESS · EDUCATION

S.A.V.E.S FACILITY

For administrators at partner assisted living facilities, nursing homes and group homes.

S.A.V.E.S PROJECT

SAFETY · AWARENESS · EDUCATION

ADMINISTRATOR GUIDE

Meet S.A.V.E.S FACILITY

S.A.V.E.S FACILITY helps assisted living facilities, nursing homes and group homes keep each resident's safety information ready, and alert police fast if a resident goes missing.

For administrators at S.A.V.E.S Project partner facilities only. Keep this guide within your facility.

Scan to Open the App

app.savesproject.com /facility.html

For Your Director to Fill In

Facility _____

Facility access code _____

The access code only places you in your facility. It does not sign you in.

With the App, You Can

Know Your Residents

Photo, what responders should know and emergency contacts.

Keep Plans Together

Each resident's safety plan, unit and room in one place.

Alert Police Fast

Report a missing resident straight to the department that covers your facility.

Get Alert Texts

A text when a resident is reported missing (optional).

Every Shift

Head counts, shift handoffs and incident notes.

Find Help Quickly

Facility Safety Plan, field guides and the Communication Board.

Who you'll see: only residents of your facility whose registration the S.A.V.E.S Project approved and whose family allows sharing with your facility.

support@savesproject.com · 810-328-3074

1 Get the App

S.A.V.E.S FACILITY is part of our free app. It's coming to the App Store and Google Play as **Saves Project**. Until then, scan the QR code on page 1 or go to **app.savesproject.com/facility.html**, then save it to your home screen so it opens full screen like any other app.

iPhone or iPad

1. Open the address in **Safari**.
2. Tap **Share** (the square with an arrow).
3. Scroll down and tap **Add to Home Screen**.
4. Tap **Add**.

Android

1. Open the address in **Chrome**.
2. Tap the menu (⋮) at the top right.
3. Tap **Add to Home Screen** or **Install App**.
4. Tap **Install**.

MDC, Laptop or Desktop

1. Open the address in **Edge** or **Chrome**.
2. **Edge:** menu (⋯), **Apps**, **Install This Site as an App**. **Chrome:** the install icon in the address bar.
3. Right-click the icon in the taskbar and choose **Pin to Taskbar**.

When the app asks **Who Are You Signing In As?**, tap **S.A.V.E.S FACILITY**. The **Add to Home Screen** button on that screen walks you through these steps on your own device.

> **The app keeps getting better.** As we add features and make improvements, some screens and button names may look a little different from this guide. If something doesn't match, look for the closest option or send us a message.

2 First-Time Setup

1. Open the app and tap **S.A.V.E.S FACILITY**.
2. Under **Choose Your Facility**, tap your facility.
3. Tap **+ First Time? Add Yourself**.
4. Enter your first and last name and choose your title, such as Executive Director, Director of Nursing, Wellness or Resident Care Director, or Home Manager.
5. To get a text when a resident goes missing, add your mobile number and check the box agreeing to alert texts (optional).
6. Enter your facility's access code, create a 6-digit PIN, enter it again, and tap **Add Me and Continue**.

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Set Up Your Authenticator App (One Time)

This adds a second lock, so a PIN alone can't open participant information. Microsoft Authenticator and Google Authenticator are free, and Okta Verify works too. If you already use one at work, use that one.

1. On **Set Up Your Authenticator**, tap **Copy Setup Key**.
2. In your authenticator app, add an account and choose **Enter a Setup Key** (or **Enter Key Manually**). Paste the key and name it S.A.V.E.S FACILITY.
3. Type the 6-digit code it shows into S.A.V.E.S FACILITY and tap **Finish Setup**.

Setting up on another screen? Scan the QR code with your authenticator app instead.

> **Your PIN and authenticator are personal.** Don't share them: every resident you open is recorded under your name.

Facility not listed? Tap **Facility Not Listed? Request Access**, and the S.A.V.E.S Project will follow up about a partnership agreement.

3 Signing In Each Time

1. Tap **S.A.V.E.S FACILITY**, then your facility (the app usually remembers it).
2. Tap your name.
3. Enter your 6-digit PIN, then the 6-digit code from your authenticator app.

After 15 minutes without use, the app locks and asks for your PIN only.

Situation	What to Do
Someone else needs the device	Menu, then **Switch Staff Member**.
Wrong PIN	After too many wrong tries, your name locks for 15 minutes. After more, it stays locked until the S.A.V.E.S Project resets it.
Code doesn't work	Codes change every 30 seconds; wait for a new one and make sure your phone's time is set automatically.
Forgot your PIN	Ask your facility director to contact the S.A.V.E.S Project to reset it. Then tap your name, and on **Set a New PIN**, enter the access code and a new PIN twice, and tap **Save PIN**.
New or lost phone	Ask your facility director to contact the S.A.V.E.S Project to reset your authenticator, then set it up again.
Faster sign-in	Menu, then **Face ID & Fingerprint**, to sign in with your face or fingerprint on this device.

4 Your Home Screen

- **Missing resident alerts:** a banner while a resident is missing, with which officers are responding.

- **Our S.A.V.E.S Residents:** type part of a name, unit or room to find a resident. A flag marks residents with an elopement risk.
- **Shift:** head counts, shift handoffs and the last 14 days of history.
- **+ Add a Resident**, plus tiles for the Facility Safety Plan, the field guides and the Communication Board.
- **Data Retention Schedule** at the bottom of the home screen.

5 Adding a Resident

New to the S.A.V.E.S Project

1. Tap **+ Add a Resident**.
2. Fill in **Resident**, **What Responders Should Know**, **Emergency Contacts**, **Family Member for S.A.V.E.S CONNECT** and **Waiver**.
3. Tap **Send to S.A.V.E.S for Review**.

Already a Participant

1. Tap **+ Add a Resident**.
2. Enter their participant number.
3. Tap **Send to S.A.V.E.S to Confirm**.

The family controls whether your facility can see the profile.

The resident shows **Waiting for the S.A.V.E.S Project** until approved, usually within 24 hours. Adding a family member's email lets them keep the photo and information current in S.A.V.E.S CONNECT.

6 A Resident's Page

Button	What It Does
Edit Safety Plan, Unit and Room	Keep the safety plan, unit and room current so responders know where to look and what helps. Check **Elopement Risk** to flag the resident.
Add Incident Note	Record what happened, what happened just before and what helped, and whether the family, physician or nurse was notified, police or EMS were involved, or anyone was hurt.
Record Renewal (I Have the Signed Form)	Record that the resident or their representative signed a renewed consent form.
Report: Missing Resident	Start a missing resident alert.
Resident Moved Out or Discharged	Remove the resident from your facility's list.

> Resident information is confidential and for facility use only. Do not copy, screenshot or share it.

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7 When a Resident Is Missing

> **Call 911 first.** Then send a S.A.V.E.S alert so responding officers get the resident's photo and safety plan on their phones. The alert does not replace a 911 call or your facility's procedures, including notifying the family. Tell the dispatcher the address of the emergency, your name and phone number, then the participant number.

1. Tap **Report: Missing Resident** and choose the resident.
2. Fill in where and when they were last seen and what they're wearing.
3. Check the box confirming 911 has been called, then tap **Submit & Alert Officers**.

Who Is Alerted	How
The police department that covers your facility	An alert in S.A.V.E.S RESPONDER with the resident's photo, safety plan and your facility procedures and maps, plus a text to officers on duty.
Administrators who chose alert texts	A text.
The S.A.V.E.S Project	An email.

While the Alert Is Open

Do a head count: on the Shift card, use **Who Isn't Accounted For?** to confirm no one else is missing.

When the Resident Is Found

1. Tap **Resident Found** on the alert.
2. Enter where they were found.
3. Tap **Close Alert**, then complete the **After-Action Review**.

8 Every Shift

Tool	How to Use It
Head Count	Mark anyone who isn't accounted for, then tap **Save Head Count**.
Shift Handoff	List **Residents to Watch** and anything the next shift needs to know, then tap **Save Handoff**.
History	The last 14 days of head counts and handoffs.

9 Facility Safety Plan

Tap **Facility Safety Plan** on the home screen for your key contacts and plan sections, such as missing resident, evacuation and reunification. Tap **+ Upload a Document** under **Policies & Procedures** to add floor plans, maps and policies; responding officers can open them from the alert. Tap **Edit Plan** to update it.

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10 Field Guides and Communication Board

Quick guides for de-escalation and sensory and medical needs, plus the **Communication Board**: picture cards and big YES and NO buttons for a resident who can't speak or is overwhelmed.

11 News, Community and Messages

News & Community

News from the S.A.V.E.S Project and a place to share tips with other partners. Type in the box and tap **Post**. Tap **Helpful**, **Reply** or **Report** on any post.

Never post names, participant numbers, photos or details that could identify someone.

Messages to the S.A.V.E.S Project

Menu, then **Messages**, then **+ New Message**. Choose a topic, such as Question, Request, or Problem With the App, then tap **Send Message**.

We usually reply within 1 to 2 business days, with a banner on your home screen.

> **In an emergency, call 911.** Messages are not watched around the clock. Never send PINs, passwords or authenticator codes; the S.A.V.E.S Project will never ask for them.

12 Troubleshooting

Problem	What to Do
Facility or name not listed	Tap **Facility Not Listed? Request Access**. If only your name is missing, tap **+ First Time? Add Yourself**.
Access code doesn't work	Ask your facility director for the current code; it may have changed.
A resident is missing from my list	They may be waiting for S.A.V.E.S Project review, or their family hasn't allowed sharing with your facility.
Screen looks different from this guide	The app may have been updated. Look for the closest option, or send us a message.

Getting Started Checklist

- ☐ Save the app to your phone or computer
- ☐ Create your PIN
- ☐ Add your residents
- ☐ Know how to report a missing resident
- ☐ Add yourself with your facility's code
- ☐ Set up your authenticator app
- ☐ Upload your floor plans and policies
- ☐ Save the S.A.V.E.S Project contact information

Questions? Email **support@savesproject.com**.

Contact the S.A.V.E.S Project

Questions, problems with the app, or a resident, student or participant whose information needs fixing? Email your questions to **support@savesproject.com**.

Call

810-328-3074

Leave a message and we will call you back.

Email

support@savesproject.com

For questions, enrollment, training and app help.

Mail

511 Olde Towne #80514
Rochester, MI 48307

For forms, letters and checks.

Online

savesproject.com

Send a message from the Contact page, or use Messages in the app menu.

In an Emergency, Always Call 911 First

The S.A.V.E.S Project is not an emergency service, and messages are not watched around the clock. Never wait to call 911. You can always cancel if help is not needed.

The S.A.V.E.S Project (Special Needs, Autism, Vulnerable Person, Elderly and Safety) is a Michigan 501(c)(3) nonprofit, EIN 39-3660134. Families never pay to take part.

Thank you for helping keep vulnerable people safe across Michigan.