PARC Living Westerleigh

Created: Dec 01 2018 - 03:16 AM

Event Detail Report - Thursday Nov 01 - Friday Nov 30

Event Summary

Total Events: 63   Average Response: 03h26m   Average Resolution: 02h28m

Bathroom Overstay	No Morning Motion	Night Exit	Bed Alarm	Hub Offline	Device Offline	Battery Low
1	4	0	0	19	36	1

Unit	Event	Dates
Apt 409	**No Morning Motion**	**2018-11-02 11:01:11**
Responded By	reception@westerleighparc.ca	2018-11-02 11:05:41
Resolution	Correct, but resident didn't need help.	2018-11-02 11:07:21
Notes		
reception@westerleighparc.ca	reception@westerleighparc.ca assigned to event	2018-11-02 18:05:41
jbanz@parcliving.ca	told reception to check	2018-11-02 18:06:34
reception@westerleighparc.ca	reception@westerleighparc.ca resolved event as Correct, but resident didn't need help.	2018-11-02 18:07:21
reception@westerleighparc.ca	Resident is away on vacation	2018-11-02 18:07:40

Unit	Event	Dates
Apt 409	**Pause Notifications**	**2018-11-02 11:08:23**
Responded By		None
Resolution		2018-11-02 11:08:25
Notes		
reception@westerleighparc.ca	reception@westerleighparc.ca paused notifications	2018-11-02 18:08:23
reception@westerleighparc.ca	reception@westerleighparc.ca resumed notifications	2018-11-02 18:08:25

Unit	Event	Dates
Apt 409	**Pause Notifications**	**2018-11-02 11:09:33**
Responded By		None
Resolution		None
Notes		
reception@westerleighparc.ca	reception@westerleighparc.ca paused notifications	2018-11-02 18:09:33
	Pause notifications expired	2018-11-17 07:05:00

Unit	Event	Dates
Apt 312	**Hub Offline**	**2018-11-03 04:11:01**
Responded By		None
Resolution		2018-11-03 04:25:00
Notes		

Unit	Event	Dates
Apt 305	**No Morning Motion**	**2018-11-03 10:31:09**
Responded By	reception@westerleighparc.ca	2018-11-03 10:34:55
Resolution	Correct, but resident didn't need help.	2018-11-03 10:36:10
Notes		
reception@westerleighparc.ca	reception@westerleighparc.ca assigned to event	2018-11-03 17:34:55
reception@westerleighparc.ca	reception@westerleighparc.ca resolved event as Correct, but resident didn't need help.	2018-11-03 17:36:10

Unit	Event	Dates
Apt 223	**Hub Offline**	**2018-11-03 16:17:01**
Responded By		None
Resolution		2018-11-03 17:10:31
Notes		

Unit	Event	Dates
Gym	**Hub Offline**	**2018-11-05 12:24:00**
Responded By		None
Resolution		2018-11-05 12:24:48
Notes		
jomstead@parcliving.ca	JO received the alert!	2018-11-05 20:28:31

Unit	Event	Dates
Greenhouse	**Hub Offline**	**2018-11-05 12:34:01**
Responded By		None
Resolution		2018-11-05 12:37:56
Notes		

Unit	Event	Dates
Gym	**Hub Offline**	**2018-11-05 12:42:01**
Responded By		None
Resolution		2018-11-05 12:44:42
Notes		

Unit	Event	Dates
Greenhouse	**Hub Offline**	**2018-11-05 12:58:01**
Responded By		None
Resolution		2018-11-05 12:58:35
Notes		

Unit	Event	Dates
Apt 422	**Hub Offline**	**2018-11-07 09:23:01**
Responded By		None
Resolution		2018-11-07 09:28:14
Notes		

Unit	Event	Dates
Apt 305	**Hub Offline**	**2018-11-07 14:34:01**
Responded By		None
Resolution		2018-11-07 14:35:14
Notes		

Unit	Event	Dates
Apt 223	**Hub Offline**	**2018-11-07 14:58:00**
Responded By	pedraam@stack.care	2018-11-07 15:55:47
Resolution		2018-11-09 10:06:00
Notes		
pedraam@stack.care	pedraam@stack.care assigned to event	2018-11-07 23:55:47
	System resolved automatically	2018-11-09 18:06:00

Unit	Event	Dates
Greenhouse	**Hub Offline**	**2018-11-07 18:42:01**
Responded By		None
Resolution		2018-11-07 18:52:12
Notes		

Unit	Event	Dates
Greenhouse	**Hub Offline**	**2018-11-10 06:04:01**
Responded By		None
Resolution		2018-11-10 06:04:35
Notes		
	System resolved automatically	2018-11-10 14:04:35

Unit	Event	Dates
Greenhouse	**Hub Offline**	**2018-11-12 02:12:01**
Responded By		None
Resolution		2018-11-12 02:17:07
Notes		
	System resolved automatically	2018-11-12 10:17:07

Unit	Event	Dates
Apt 409	**No Morning Motion**	**2018-11-17 11:07:18**
Responded By	pedraam@stack.care	2018-11-17 14:56:20
Resolution	Correct, but resident didn't need help.	2018-11-18 11:14:08
Notes		
reception@westerleighparc.ca	reception@westerleighparc.ca assigned to event	2018-11-17 19:10:02
reception@westerleighparc.ca	Resident is still away. Returning tonight.	2018-11-17 19:13:46
reception@westerleighparc.ca		2018-11-17 19:13:57
	User pedraam@stack.care unassigned	2018-11-17 22:56:19
pedraam@stack.care	pedraam@stack.care assigned to event	2018-11-17 22:56:20
pedraam@stack.care	pedraam@stack.care resolved event as Correct, but resident didn't need help.	2018-11-17 22:56:39
reception@westerleighparc.ca	reception@westerleighparc.ca resolved event as Correct, but resident didn't need help.	2018-11-18 19:14:08
reception@westerleighparc.ca	Resident is still away	2018-11-18 19:14:39

Unit	Event	Dates
Apt 409	**No Morning Motion**	**2018-11-18 11:07:17**
Responded By	reception@westerleighparc.ca	2018-11-18 11:15:32
Resolution	Correct, but resident didn't need help.	2018-11-18 11:15:55
Notes		
reception@westerleighparc.ca	reception@westerleighparc.ca assigned to event	2018-11-18 19:15:32
reception@westerleighparc.ca	reception@westerleighparc.ca resolved event as Correct, but resident didn't need help.	2018-11-18 19:15:55
reception@westerleighparc.ca	Resident is still away	2018-11-18 19:17:15

Unit	Event	Dates
Apt 422	**Battery Low**	**2018-11-20 12:36:01**
Responded By	pedraam@stack.care	2018-11-27 12:36:30
Resolution	Correct, resident needed help.	2018-11-27 12:36:56
Notes		
jomstead@parcliving.ca	jomstead@parcliving.ca assigned to event	2018-11-20 20:56:55
	User pedraam@stack.care unassigned	2018-11-27 20:36:29
pedraam@stack.care	pedraam@stack.care assigned to event	2018-11-27 20:36:30
pedraam@stack.care	pedraam@stack.care resolved event as Correct, resident needed help.	2018-11-27 20:36:56
pedraam@stack.care	Cyrus will replace battery later this week.	2018-11-27 20:37:32
reception@westerleighparc.ca	Head office knows about it	2018-11-27 20:45:51

Unit	Event	Dates
Greenhouse	**Hub Offline**	**2018-11-23 06:25:01**
Responded By		None
Resolution		2018-11-23 06:25:35
Notes		
	System resolved automatically	2018-11-23 14:25:35

Unit	Event	Dates
Greenhouse	**Hub Offline**	**2018-11-24 10:09:01**
Responded By	jomstead@parcliving.ca	2018-11-24 10:11:27
Resolution		2018-11-24 10:13:38
Notes		
jomstead@parcliving.ca	jomstead@parcliving.ca assigned to event	2018-11-24 18:11:27
	System resolved automatically	2018-11-24 18:13:38

Unit	Event	Dates
Greenhouse	**Hub Offline**	**2018-11-25 01:55:01**
Responded By		None
Resolution		2018-11-25 02:02:27
Notes		
	System resolved automatically	2018-11-25 10:02:27

Unit	Event	Dates
Greenhouse	**Hub Offline**	**2018-11-26 00:37:01**
Responded By		None
Resolution		2018-11-26 00:43:31
Notes		
	System resolved automatically	2018-11-26 08:43:31

Unit	Event	Dates
Stairwell	**Hub Offline**	**2018-11-26 14:41:01**
Responded By		None
Resolution		2018-11-26 14:46:05
Notes		
	System resolved automatically	2018-11-26 22:46:05

Unit	Event	Dates
Apt 422	**Device Offline**	**2018-11-27 15:04:36**
Responded By	pedraam@stack.care	2018-11-27 15:08:36
Resolution	Incorrect, shouldn't have been notified.	2018-11-27 18:02:14
Notes		
pedraam@stack.care	pedraam@stack.care assigned to event	2018-11-27 23:08:36
pedraam@stack.care	pedraam@stack.care resolved event as Incorrect, shouldn't have been notified.	2018-11-28 02:02:14

Unit	Event	Dates
Apt 219	**Device Offline**	**2018-11-27 15:04:42**
Responded By	pedraam@stack.care	2018-11-27 15:08:30
Resolution	Incorrect, shouldn't have been notified.	2018-11-27 18:01:48
Notes		
pedraam@stack.care	pedraam@stack.care assigned to event	2018-11-27 23:08:30
pedraam@stack.care	pedraam@stack.care resolved event as Incorrect, shouldn't have been notified.	2018-11-28 02:01:48

Unit	Event	Dates
Apt 505	**Device Offline**	**2018-11-27 15:04:46**
Responded By	pedraam@stack.care	2018-11-27 15:08:25
Resolution	Incorrect, shouldn't have been notified.	2018-11-27 18:01:29
Notes		
pedraam@stack.care	pedraam@stack.care assigned to event	2018-11-27 23:08:25
pedraam@stack.care	pedraam@stack.care resolved event as Incorrect, shouldn't have been notified.	2018-11-28 02:01:29

Unit	Event	Dates
Apt 409	**Device Offline**	**2018-11-27 15:05:41**
Responded By	pedraam@stack.care	2018-11-27 15:08:21
Resolution		2018-11-27 17:46:42
Notes		
pedraam@stack.care	pedraam@stack.care assigned to event	2018-11-27 23:08:21
	System resolved automatically	2018-11-28 01:46:42

Unit	Event	Dates
Apt 422	**Device Offline**	**2018-11-27 18:06:37**
Responded By	pedraam@stack.care	2018-11-27 18:09:21
Resolution	Incorrect, shouldn't have been notified.	2018-11-27 18:09:29
Notes		
pedraam@stack.care	pedraam@stack.care assigned to event	2018-11-28 02:09:21
pedraam@stack.care	pedraam@stack.care resolved event as Incorrect, shouldn't have been notified.	2018-11-28 02:09:29

Unit	Event	Dates
Apt 219	**Device Offline**	**2018-11-27 18:06:43**
Responded By	pedraam@stack.care	2018-11-27 18:08:34
Resolution	Incorrect, shouldn't have been notified.	2018-11-27 18:08:43
Notes		
pedraam@stack.care	pedraam@stack.care assigned to event	2018-11-28 02:08:34
pedraam@stack.care	pedraam@stack.care resolved event as Incorrect, shouldn't have been notified.	2018-11-28 02:08:43

Unit	Event	Dates
Apt 505	**Device Offline**	**2018-11-27 18:06:47**
Responded By	pedraam@stack.care	2018-11-27 18:08:16
Resolution	Incorrect, shouldn't have been notified.	2018-11-27 18:08:27
Notes		
pedraam@stack.care	pedraam@stack.care assigned to event	2018-11-28 02:08:16
pedraam@stack.care	pedraam@stack.care resolved event as Incorrect, shouldn't have been notified.	2018-11-28 02:08:27

Unit	Event	Dates
Apt 422	**Device Offline**	**2018-11-27 18:13:37**
Responded By	pedraam@stack.care	2018-11-28 09:10:23
Resolution	Incorrect, shouldn't have been notified.	2018-11-28 09:10:33
Notes		
pedraam@stack.care	pedraam@stack.care assigned to event	2018-11-28 17:10:23
pedraam@stack.care	pedraam@stack.care resolved event as Incorrect, shouldn't have been notified.	2018-11-28 17:10:33

Unit	Event	Dates
Apt 219	**Device Offline**	**2018-11-27 18:13:43**
Responded By	pedraam@stack.care	2018-11-28 09:10:42
Resolution	Incorrect, shouldn't have been notified.	2018-11-28 09:10:52
Notes		
pedraam@stack.care	pedraam@stack.care assigned to event	2018-11-28 17:10:42
pedraam@stack.care	pedraam@stack.care resolved event as Incorrect, shouldn't have been notified.	2018-11-28 17:10:52

Unit	Event	Dates
Apt 505	**Device Offline**	**2018-11-27 18:13:47**
Responded By	pedraam@stack.care	2018-11-28 09:10:58
Resolution	Incorrect, shouldn't have been notified.	2018-11-28 09:11:26
Notes		
pedraam@stack.care	pedraam@stack.care assigned to event	2018-11-28 17:10:58
pedraam@stack.care	pedraam@stack.care resolved event as Incorrect, shouldn't have been notified.	2018-11-28 17:11:26

Unit	Event	Dates
Apt 409	**Device Offline**	**2018-11-27 18:28:42**
Responded By		None
Resolution		2018-11-27 21:16:41
Notes		
	System resolved automatically	2018-11-28 05:16:41

Unit	Event	Dates
Apt 409	**Device Offline**	**2018-11-27 22:33:41**
Responded By		None
Resolution		2018-11-27 23:01:42
Notes		
	System resolved automatically	2018-11-28 07:01:42

Unit	Event	Dates
Apt 409	**Device Offline**	**2018-11-27 23:43:42**
Responded By		None
Resolution		2018-11-28 00:11:42
Notes		
	System resolved automatically	2018-11-28 08:11:42

Unit	Event	Dates
Apt 409	**Device Offline**	**2018-11-28 01:14:42**
Responded By		None
Resolution		2018-11-28 01:21:42
Notes		
	System resolved automatically	2018-11-28 09:21:42

Unit	Event	Dates
Apt 409	**Device Offline**	**2018-11-28 02:38:41**
Responded By		None
Resolution		2018-11-28 04:44:41
Notes		
	System resolved automatically	2018-11-28 12:44:41

Unit	Event	Dates
Apt 409	**Device Offline**	**2018-11-28 05:05:42**
Responded By		None
Resolution		2018-11-28 05:12:42
Notes		
	System resolved automatically	2018-11-28 13:12:42

Unit	Event	Dates
Apt 409	**Device Offline**	**2018-11-28 06:08:42**
Responded By		None
Resolution		2018-11-28 06:15:42
Notes		
	System resolved automatically	2018-11-28 14:15:42

Unit	Event	Dates
Apt 409	**Device Offline**	**2018-11-28 07:04:42**
Responded By		None
Resolution		2018-11-28 10:34:41
Notes		
	System resolved automatically	2018-11-28 18:34:41

Unit	Event	Dates
Apt 422	**Device Offline**	**2018-11-28 09:16:36**
Responded By	brian@stack.care	2018-11-29 10:34:24
Resolution	Correct, resident needed help.	2018-11-29 10:34:26
Notes		
brian@stack.care	brian@stack.care assigned to event	2018-11-29 18:34:24
brian@stack.care	brian@stack.care resolved event as Correct, resident needed help.	2018-11-29 18:34:26

Unit	Event	Dates
Apt 219	**Device Offline**	**2018-11-28 09:16:42**
Responded By	brian@stack.care	2018-11-29 10:34:29
Resolution	Correct, resident needed help.	2018-11-29 10:34:30
Notes		
brian@stack.care	brian@stack.care assigned to event	2018-11-29 18:34:29
brian@stack.care	brian@stack.care resolved event as Correct, resident needed help.	2018-11-29 18:34:30

Unit	Event	Dates
Apt 505	**Device Offline**	**2018-11-28 09:16:46**
Responded By	brian@stack.care	2018-11-29 10:34:26
Resolution	Correct, resident needed help.	2018-11-29 10:34:27
Notes		
reception@westerleighparc.ca	reception@westerleighparc.ca assigned to event	2018-11-29 17:17:34
brian@stack.care	brian@stack.care assigned to event	2018-11-29 18:34:26
brian@stack.care	brian@stack.care resolved event as Correct, resident needed help.	2018-11-29 18:34:27

Unit	Event	Dates
Apt 414	**Device Offline**	**2018-11-28 11:07:44**
Responded By	brian@stack.care	2018-11-29 10:34:27
Resolution	Correct, resident needed help.	2018-11-29 10:34:28
Notes		
brian@stack.care	brian@stack.care assigned to event	2018-11-29 18:34:27
brian@stack.care	brian@stack.care resolved event as Correct, resident needed help.	2018-11-29 18:34:28

Unit	Event	Dates
Apt 409	**Device Offline**	**2018-11-28 11:09:42**
Responded By		None
Resolution		2018-11-28 11:16:42
Notes		
	System resolved automatically	2018-11-28 19:16:42

Unit	Event	Dates
Apt 409	**Device Offline**	**2018-11-28 11:37:42**
Responded By		None
Resolution		2018-11-28 11:44:42
Notes		
	System resolved automatically	2018-11-28 19:44:42

Unit	Event	Dates
Apt 409	**Device Offline**	**2018-11-28 11:58:42**
Responded By		None
Resolution		2018-11-28 13:50:41
Notes		
	System resolved automatically	2018-11-28 21:50:41

Unit	Event	Dates
Apt 312	**Device Offline**	**2018-11-28 13:35:37**
Responded By		None
Resolution		2018-11-28 13:42:37
Notes		
	System resolved automatically	2018-11-28 21:42:37

Unit	Event	Dates
Apt 409	**Device Offline**	**2018-11-28 14:25:41**
Responded By		None
Resolution		2018-11-28 16:31:41
Notes		
	System resolved automatically	2018-11-29 00:31:41

Unit	Event	Dates
Greenhouse	**Device Offline**	**2018-11-28 15:28:17**
Responded By		None
Resolution		2018-11-29 08:51:18
Notes		
	System resolved automatically	2018-11-29 16:51:18

Unit	Event	Dates
Greenhouse	**Hub Offline**	**2018-11-28 16:55:01**
Responded By		None
Resolution		2018-11-28 16:58:04
Notes		
	System resolved automatically	2018-11-29 00:58:04

Unit	Event	Dates
Apt 409	**Device Offline**	**2018-11-28 17:20:42**
Responded By		None
Resolution		2018-11-28 17:41:42
Notes		
	System resolved automatically	2018-11-29 01:41:42

Unit	Event	Dates
Apt 409	**Device Offline**	**2018-11-28 18:16:42**
Responded By		None
Resolution		2018-11-28 19:26:42
Notes		
	System resolved automatically	2018-11-29 03:26:42

Unit	Event	Dates
Apt 409	**Device Offline**	**2018-11-28 20:15:41**
Responded By		None
Resolution		2018-11-28 21:11:41
Notes		
	System resolved automatically	2018-11-29 05:11:41

Unit	Event	Dates
Apt 409	**Device Offline**	**2018-11-28 21:46:41**
Responded By		None
Resolution		2018-11-29 07:13:42
Notes		
	System resolved automatically	2018-11-29 15:13:42

Unit	Event	Dates
Apt 305	**Device Offline**	**2018-11-29 02:47:33**
Responded By		None
Resolution		2018-11-29 04:32:32
Notes		
	System resolved automatically	2018-11-29 12:32:32

Unit	Event	Dates
Apt 305	**Device Offline**	**2018-11-29 05:35:34**
Responded By		None
Resolution		2018-11-29 06:03:34
Notes		
	System resolved automatically	2018-11-29 14:03:34

Unit	Event	Dates
Apt 409	**Device Offline**	**2018-11-29 07:55:42**
Responded By		None
Resolution		2018-11-29 08:23:41
Notes		
	System resolved automatically	2018-11-29 16:23:41

Unit	Event	Dates
Apt 409	**Device Offline**	**2018-11-29 09:05:41**
Responded By	brian@stack.care	2018-11-29 10:34:28
Resolution	Correct, resident needed help.	2018-11-29 10:34:29
Notes		
brian@stack.care	brian@stack.care assigned to event	2018-11-29 18:34:28
brian@stack.care	brian@stack.care resolved event as Correct, resident needed help.	2018-11-29 18:34:29

Unit	Event	Dates
Gym	**Hub Offline**	**2018-11-29 22:50:00**
Responded By		None
Resolution		2018-11-29 22:50:11
Notes		
	System resolved automatically	2018-11-30 06:50:11

Unit	Event	Dates
Apt 422	**Bathroom Overstay**	**2018-11-30 16:57:18**
Responded By	reception@westerleighparc.ca	2018-11-30 17:01:30
Resolution	Incorrect, shouldn't have been notified.	2018-11-30 17:01:58
Notes		
reception@westerleighparc.ca	reception@westerleighparc.ca assigned to event	2018-12-01 01:01:30
reception@westerleighparc.ca	reception@westerleighparc.ca resolved event as Incorrect, shouldn't have been notified.	2018-12-01 01:01:58
reception@westerleighparc.ca	No one in suite at time of alarm	2018-12-01 01:02:46

Unit	Event	Dates
Gym	**Hub Offline**	
Responded By		None
Resolution		
Notes		

Unit	Event	Dates