

Wi-Fi network checklist for senior living facilities

Is your Wi-Fi network meeting resident, staff, and business demands?

As more tech-savvy residents become part of senior living communities, facilities face several unique challenges when it comes to Wi-Fi® and network connectivity. These include:



1. Coverage and signal strength

Facilities with dense building materials and challenging layouts can cause connectivity gaps that frustrate residents and staff.



2. Security and privacy concerns

Shared network access can create privacy risks for residents and staff alike, as traditional setups lack proper isolation.



3. Reliability and downtime issues

Networks that have been cobbled together using different Wi-Fi standards and vendors can lead to unreliable performance.



4. Support and maintenance

Most senior living communities can't afford a full-time IT team to manage or resolve daily network issues.



5. Smart and medical device integration

Networks can become congested and unreliable when they can't intelligently prioritize traffic or manage bandwidth across numerous connected devices.



6. Cost constraints

Budget limitations can make upgrading infrastructure challenging—especially if residents cannot afford premium internet plans.

To discover how your senior living community can address these issues, see the back for a checklist of solutions.



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To mitigate these issues, senior living communities should consider a combination of infrastructure upgrades, strategic planning, and resident support.

1. Upgrade infrastructure for stronger connectivity

- **Install enterprise-grade Wi-Fi** with multiple access points (APs) to cover all areas.
- **Consider fiber-optic or high-speed broadband connections** to support high bandwidth usage.
- **Upgrade routers and modems** to support faster speeds and more devices.

2. Optimize network performance

- **Segment the network**
 - Separate Wi-Fi for residents, staff, and IoT devices to prevent congestion.
 - Use VLANs (virtual LANs) to prioritize essential services like telehealth and emergency alerts.
- **Implement Quality of Service (QoS) protocols**
 - Prioritize bandwidth for video calls, medical devices, and emergency systems over non-essential streaming.
- **Regularly monitor network performance** with software that detects and resolves issues proactively.
- **Explore installing an AI-driven controller** to simplify monitoring, managing and troubleshooting your network.

3. Enhance security and privacy

- **Use WPA3 encryption** to protect resident data.
- **Implement firewalls and intrusion detection systems** to prevent cyber threats.
- **Require strong passwords and two-factor authentication (2FA)** for staff and administrative access.

4. Improve onboarding and access management

- **Hire or subcontract full-time resident tech support**
 - Provide an on-site or dedicated IT helpdesk for troubleshooting.
- **Create simple, step-by-step guides** for connecting to Wi-Fi and common troubleshooting issues.
- **Ensure staff training** on basic networking issues so they can assist residents when needed.

5. Plan for future expansion

- **Invest in scalable technology** that can support future needs (e.g., smart home devices, telemedicine).
- **Regularly assess resident needs** and upgrade services accordingly.
- **Negotiate bulk service agreements** with ISPs to provide high-speed internet at lower costs.

Need help evaluating your facility?

RUCKUS offers a **free network design consultation** well versed with senior living communities.

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